htc

User guide

HTC Desire 19+

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About this guide

We use the following symbols to indicate useful and important information:

This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.

This is a tip. It will give you an alternative way to do a particular step or procedure that you may find helpful.

This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.

This is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to HTC Support.

Important note on recoverable data

Files and other data that have been deleted, cleared, removed, or erased from your device may still be recoverable by third-party data recovery software. Even a factory reset may not permanently erase all data from your mobile device, including personal information.

Features you'll enjoy

Three cameras

HTC Desire 19+ gives you imaging at its finest. It has three main cameras that allow you to take ultra-wide shots and professional-looking portraits..

Ultra-wide shots

With the 120-degree camera lens, HTC Desire 19+ can take ultra-wide shots for you.

For more details, see Taking ultra-wide or standard photos on page 42.

Portraits

Capture awesome portraits with HTC Desire 19+.

- **Bokeh mode** - Adjust the depth-of-field in your photographs just like a professional. Blur the background in real-time before you take the shot. See Taking photos in Bokeh mode on page 46.

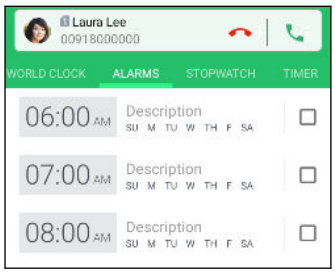
- **AR sticker** - Spice up your photos by adding funny effects and playful AR stickers in real time. See Adding stickers to your shots on page 46.
- **Live Makeup** - Before taking a photo selfie, use the Live Makeup to apply real-time touch-ups such as skin smoothening, facial slimming, and more. See Using the Live Makeup feature on page 44.

Android 9.0 in HTC Desire 19+

Android™ 9.0 in HTC Desire 19+ brings features that make handling phone calls, battery usage, and app notifications more efficient. Here's an overview of some of its features.

Incoming call pop-up

From taking up the entire screen, you can set incoming phone calls to show as a pop-up. It takes the pressure off to immediately accept or reject an incoming call, especially when you're busy using an app.



For details, see Showing incoming call as a pop-up notification on page 52.

More control over battery-draining apps

Check which apps are draining your battery and enable background restriction for these apps. This prevents them from using the battery while running in the background. See Enabling background restriction in apps on page 72.

Manage notifications better

You have more control over your notifications. It's easier to stop those that you don't want to receive anymore. Just press and hold on a notification to see your options. When you're using apps such as Google Messages and Gmail, you can now reply to messages right from the Notifications panel.

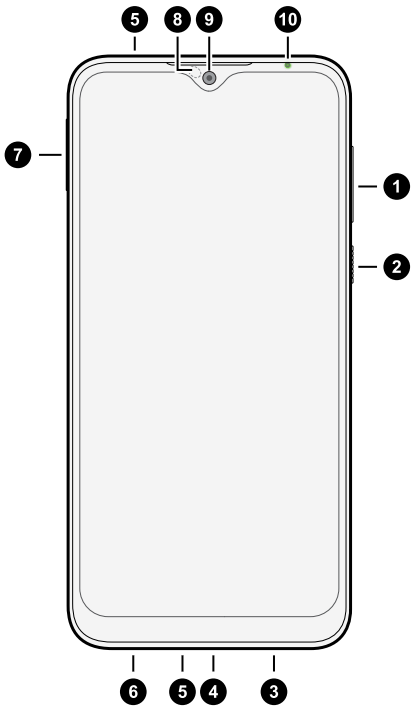
More intuitive design

Enjoy a refreshed look for some screens, such as the Quick Settings. The volume bar is also more accessible, and you can conveniently switch between silent, vibrate, and normal modes from it. You'll be delighted as subtle design improvements make for a better overall experience.

Unboxing and setup

HTC Desire 19+ overview

After taking HTC Desire 19+ out of the box, familiarize yourself first with the location of the card tray, controls, and sensors.

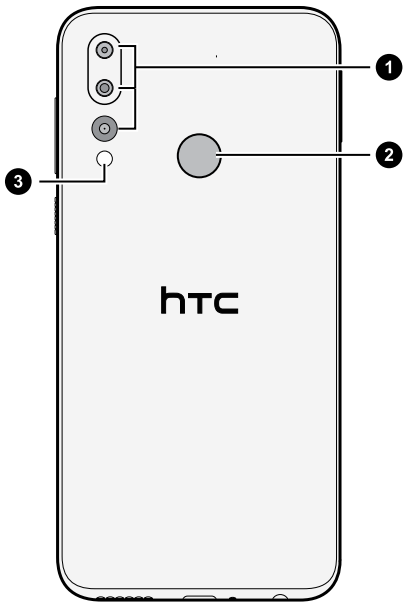


1. VOLUME control
2. POWER button
3. Speaker
4. USB Type-C™ connector
5. Microphones
6. 3.5mm headset jack
7. nano SIM and storage card tray
8. Proximity and light sensor
9. Front camera
10. Notification LED

You need a 4G/LTE™ plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

- If you want to use a case or screen protector, don't cover and block the proximity sensor. Purchase a case or screen protector designed for HTC Desire 19+.
- Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.
- Avoid connecting third-party headsets or accessories with metallic charms that dangle near the headset jack. Using these may affect signal reception.
- Don't disassemble any part of the phone. Don't try to open the phone or remove the battery by force. This may damage the phone or its electronics and will invalidate the warranty.

Back panel

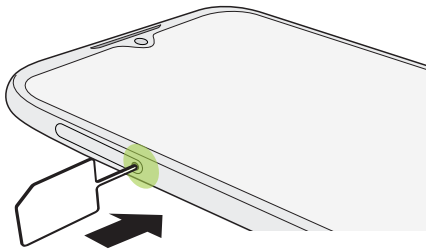


1. Three cameras
2. Fingerprint scanner
3. Dual LED flash

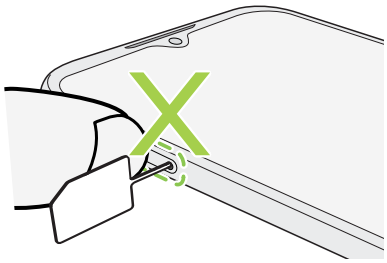
Inserting the nano SIM and microSD cards

- Use a standard nano SIM card. A modified card that is thicker than the standard nano SIM card will not fit properly on the tray and may damage the card slot.
- The microSD™ card is optional and sold separately.

1. Hold the phone face up.
2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole.



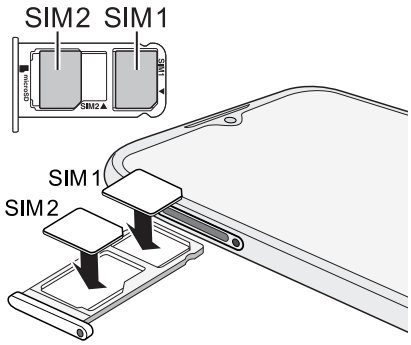
When inserting the eject tool into the tray eject hole to remove the card tray, do not obstruct the tray to avoid damaging the eject mechanism inside the slot.



3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.

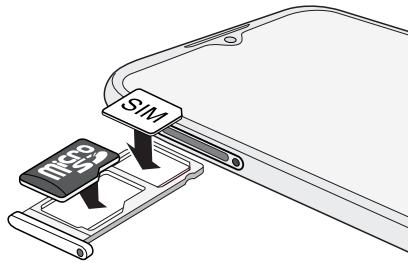
4. Do the following to place your nano SIM and microSD cards into the tray:

   With the gold contacts facing down, place two nano SIM cards into the SIM 1 and SIM 2 holders of the tray. Make sure to align the cut-off corners to the notches on the holders.

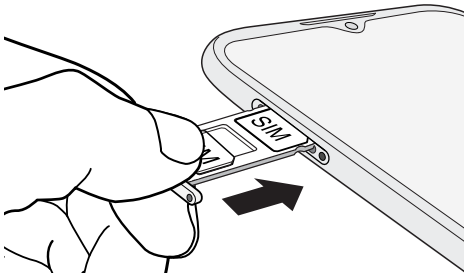


   Both SIM 1 and SIM 2 cards can be 4G LTE cards. To find out how to set the preferred card for your mobile data connection, see Managing your nano SIM cards with Dual network manager on page 18.

   When you need to use a microSD card, remove your second nano SIM card and then place the microSD card on the SIM 2/SD holder. You cannot have both the second nano SIM card and the microSD card inserted at the same time.



5. When reinserting the tray, make sure it is facing up so that your cards don't fall out. With the outer card holder between your fingers, steadily slide the tray all the way into the slot.



6. Make sure the tray is fully inserted and doesn't protrude from the slot.

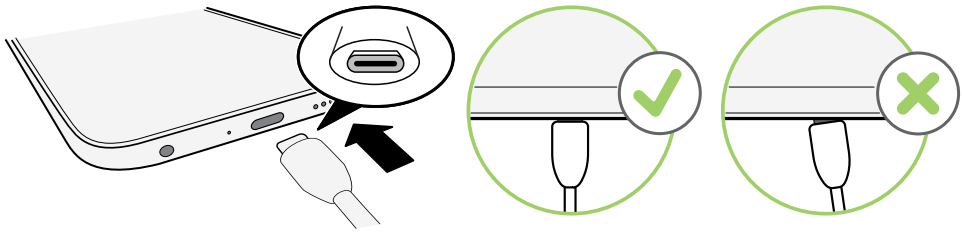
Follow the same procedure above to eject the tray and remove your cards. Before ejecting the tray, make sure to unmount your microSD card first. See Unmounting the storage card on page 77.

Charging the battery

Before you turn on and start using HTC Desire 19+, it is recommended that you charge the battery.

- If the battery has been fully drained, you may need to charge HTC Desire 19+ for several minutes before powering it on.
- Use HTC's power adapter and USB Type-C cable to charge the battery. When the battery power is too low, make sure to use the power adapter to charge, not the USB cable connection with your computer.

1. Insert the small end of the USB Type-C cable into the USB Type-C connector.



2. Insert the other end of the USB Type-C cable into the power adapter.
3. Plug in the power adapter to an electrical outlet to start charging the battery.
4. After you finish charging, unplug the USB cable from your phone first. Hold the part of the power adapter that's close to the USB port when you unplug the adapter from the outlet.

- Avoid charging the battery in hot environments. As a safety precaution, the battery may stop charging to avoid overheating.
- When you're using battery-intensive apps such as games or video streaming apps while charging the battery, your phone may become warmer. This is normal.
- It is strongly recommended to unplug the power adapter from the electrical outlet when not in use.

Switching the power on or off

Switching the power on

Press the POWER button until HTC Desire 19+ vibrates.

When you turn on HTC Desire 19+ for the first time, you'll need to set it up.

Switching the power off

1. If the display is off, press the POWER button to turn it back on.
2. Press and hold the POWER button for a few seconds.
3. Tap **Power off** on the options menu.

Setting up your phone for the first time

When you switch on your HTC phone for the first time—or after you've done a factory reset—you'll need to set it up.

If you have data from a previous phone that you need to copy over to HTC Desire 19+, back up the previous phone's data first. Or use the HTC Transfer Tool to transfer content from your previous phone after you've finished setting up HTC Desire 19+. For details, see Ways of getting content from your previous phone on page 78.

1. If you need to navigate by voice feedback, turn on TalkBack by pressing and holding two fingers on the first screen until you hear a message and then a beep.

   Or if you accidentally enabled TalkBack, follow the onscreen tutorial to turn it off.
2. Choose the system language you want to use, read and agree to the terms of use, choose your Internet connection, and sign in to your Google® Account.
3. On the screen that asks you which device to restore from, do one of the following:
   - If you backed up your old phone using your Google Account, tap the phone name. Choose the items you want from your old phone, and then tap **Restore**.
   - If you want to start fresh, tap **Don't restore**.
4. On the Google Services screen, make sure the **Back up to Google Drive** option is turned on to enable Auto Backup. It's also recommended to have the options under Location and Device maintenance turned on.
5. Set up device security for your phone, or skip and do this later in Settings. For details, see Ways to lock and unlock HTC Desire 19+ on page 18.
6. Sign in to your HTC Account to use the same login credentials for HTC services such as Themes.
7. Follow the remaining instructions to finish your phone setup.

Some features that need to connect to the Internet such as location-based services and auto-sync of your online accounts may incur extra data fees. To avoid incurring data fees, disable these features under Settings. For more information on location services, see Turning the location setting on or off on page 105.

Adding your social networks, email accounts, and more

You can sync contacts, calendars, and other information from your social networks, email accounts, and online services on HTC Desire 19+. Depending on the account type, signing in to your online accounts lets you sync updates between HTC Desire 19+ and the Web.

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap **Add account**.
3. Tap the account type you want to add.
4. Follow the onscreen instructions to enter your account information.

You can add several Google Accounts.

Syncing your accounts

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap the Automatically sync data **On/Off** switch to turn automatic sync of all your accounts on or off.
3. To manually sync individual accounts, tap an account, tap **Account sync**, and then tap ⋮ > **Sync now**.

On the Account sync screen, you can also change the sync settings for your Google Account.

Removing an account

Remove accounts from HTC Desire 19+ if you no longer use them. Removing an account does not remove accounts and information from the online service itself.

1. From the Home screen, swipe up and then tap **Settings** > **Accounts & sync**.
2. Tap an account.
3. Tap **Remove Account**.

Some personal data may be retained by the third-party app after you have removed the account from HTC Desire 19+.

Ways to lock and unlock HTC Desire 19+

It is important to set your phone to lock itself to prevent others from accessing your data in case it gets lost or stolen. HTC Desire 19+ gives you several ways to lock and unlock your phone.

- **Screen lock:** Set up your phone with a secure PIN, password, or pattern. See Setting a screen lock on page 30.
- **Fingerprint scanner:** Unlock your phone using your registered fingerprint. See Adding a fingerprint the first time on page 32.
- **Face Unlock:** While the screen is on, unlock your phone with your registered facel. See About Face Unlock on page 31.

Choosing which nano SIM card to use for your data connection

When you have two nano SIM cards inserted on your phone, only one card can be used to connect to the Internet at a time. If you're using Google or third-party apps, you can also choose which one to use as the default card for making phone calls and sending SMS/MMS messages.

1. From the Home screen, swipe up and then tap **Settings** > **Network & internet** > **Dual network manager**.
2. Tap **Data network**, and then choose the card to use for connecting to the Internet. .
3. Tap **Voice calls** and **SMS messages** respectively to set the default card to use for making phone calls and sending SMS/MMS messages.

Managing your nano SIM cards with Dual network manager

From the Home screen, swipe up and then tap **Settings** > **Network & internet** > **Dual network manager**. You can turn either card on or off, change the card names, and more.

Your first week with your new phone

Capturing your phone's screen

Want to show off your high game score? It's easy to take a picture of the screen to share.

1. To capture a screenshot, do any of the following:
   - Press and hold POWER and VOLUME DOWN at the same time.
   - Press and hold the POWER button until a menu opens, and then tap **Screenshot**.
2. Open the Notifications panel.

   You'll see the Screenshot saved notification with options on what to do with the screenshot.

If you don't see the options, slide two fingers apart on the notification to display them.

3. Tap **Share**.

HTC Sense Home

After you've turned on and set up HTC Desire 19+ for the first time, you'll see the Home screen.

- Swipe right and you'll find HTC BlinkFeed™. You can customize HTC BlinkFeed to show posts from your social networks, headlines from your favorite news media, and more. For details, see http://www.htc.com/support/apps/blinkfeed/.

To display news in HTC BlinkFeed, you need to download the News Republic app.

- Swipe left and you'll discover space for adding your favorite widgets, apps, and more so they're just a tap away. You can also add panels. For details, see Adding or removing a widget panel on page 36.
- You can change the apps on the launch bar at the bottom of the Home screen. See Launch bar on page 38.

While you're in another screen or app, press ○ to return to the last Home screen you visited.

Turning Sleep mode on or off

Sleep mode saves battery power by putting HTC Desire 19+ into a low power state while the display is off. It also stops accidental button presses when HTC Desire 19+ is in your bag.

- To turn off the display and switch to Sleep mode, briefly press the POWER button.

  HTC Desire 19+ also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC Desire 19+ sleeps by setting the screen timeout.

- To wake up your phone from Sleep mode, press the POWER button.

Lock screen

Here's what you can do on the Lock screen:

- Swipe up on the lock screen to unlock the screen.

Make sure to set up a screen lock to help protect your phone. See Setting a screen lock on page 30.

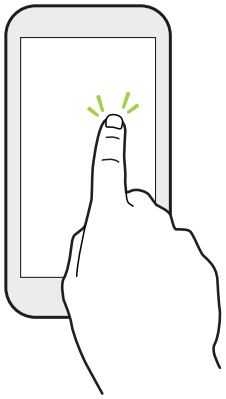
- Tap twice on a notification to go directly to the related app.
- Swipe left or right on the notification to remove it.
- Slide left or right on a notification until you see and . Tap to snooze the notification.
- Press and hold a notification, and then choose whether to stop or continue showing notifications from its app.

  If you don't want notification content to appear on the lock screen, go to **Settings** > **Security & location** > **Lock screen preferences** > **On lock screen**, and then tap **Don't show notifications at all**.

Touch gestures

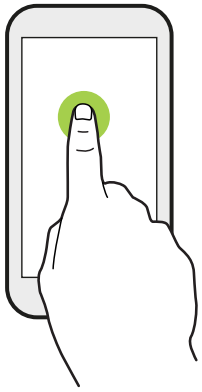
Use touch gestures to get around the Home screen, open apps, scroll through lists, and more.

Tap



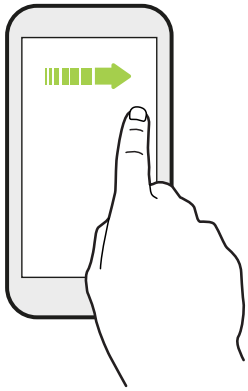
Tap the screen with your finger when you want to select onscreen items such as application and settings icons, or press onscreen buttons.

Press and hold



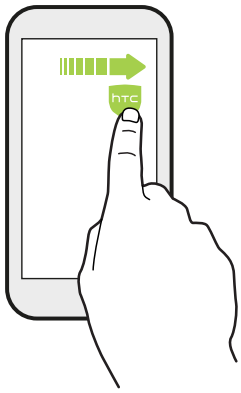
To open the available options for an item (for example, a contact or link in a webpage), just press and hold the item.

Swipe or slide



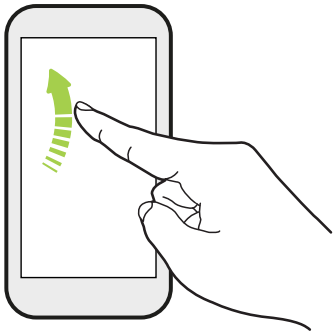
Quickly swipe your finger horizontally across the screen to go to other Home screen panels. Swipe vertically to scroll through a list, document, and more.

Drag



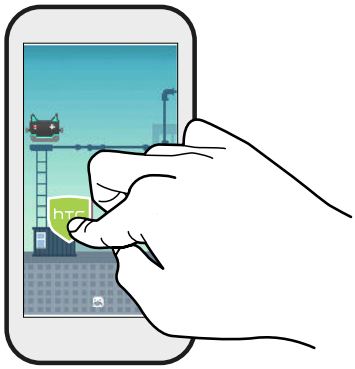
Press and hold your finger with some pressure before you start to drag. While dragging, don't release your finger until you have reached the target position.

Flick



Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quicker strokes, such as when moving right and left on the Home screen, or flicking through a contacts or message list.

Press and flick

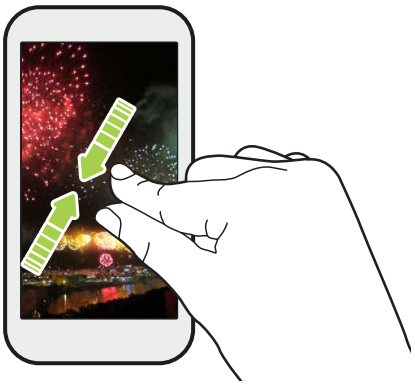


On the Home screen, you can easily move a widget or icon from one screen to another.

Press and hold the widget or icon with one finger, and flick the screen to the new location with another finger.

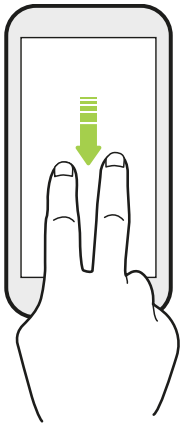
Slide with two fingers

In some apps, slide two fingers apart to zoom in when viewing a picture or text.



Slide two fingers together to zoom out of the picture or text.

Two-finger swipe



Swipe down from the status bar using two fingers to access Quick Settings.

Getting to know your settings

Want to change the ringtone, set up a Wi-Fi® connection, or add your accounts? Do this and more in Settings.

1. Open Settings from the Apps screen or Notifications panel:
   - From the Home screen, swipe up and then find and tap **Settings**.
   - From the Home screen, tap , and then find and tap **Settings**.
   - Swipe down from the top of the screen and then tap .
2. Here are some of the basic settings you can change:
   - Tap **Network & Internet** to configure and manage your network connections.
   - Tap **Display & gestures** to change the wallpaper, adjust the font and display size, set a screen saver, and more.
   - Tap **Sound** to change the ringtone, decide if sound and vibration occur when interacting with the phone, set Do not disturb preferences, and more.
   - Tap **Security & Location** to help secure your phone, choose lock screen preferences, set your location option, and more.
   - Tap an item under Suggestions to check out new or recommended settings to customize.

Tap the search bar in Settings to quickly find options and settings.

Using Quick Settings

In the Quick Settings panel, easily turn settings such as Wi-Fi and Bluetooth® on or off.

1. Swipe down from the top of the screen to open the Notifications panel.

   Right below the status bar, you'll see the short Quick Settings bar.

2. To see the full Quick Settings panel, do any of the following:
   - On the lock screen, swipe down once from the top of the screen.
   - On any other screen, swipe down once with two fingers or swipe down twice with one finger from the status bar.
3. Swipe left or right to see more tiles.
4. To turn a setting on or off, just tap its tile.
5. To customize a setting, press and hold its tile.

Customizing Quick Settings

You can remove, replace, or rearrange the tiles in Quick Settings.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.

2. Tap ✎ and do one of the following:
   - Press and hold a tile, and then drag it to your desired position.
   - Press and hold a tile, and then drag it down under the Hold and drag to add tiles section to hide it from the Quick Settings panel.
   - Under the Hold and drag to add tiles section, drag a tile up to show it in the Quick Settings panel.
3. Press ◁ .

There is a limit to the number of tiles that can be shown in the first panel of Quick Settings. You may need to swipe left on the Quick Settings panel to see more Quick Settings tiles.

Restarting HTC Desire 19+ (Soft reset)

If HTC Desire 19+ is running slower than normal, is unresponsive, or has an app that is not performing properly, try rebooting and see if that helps solve the problem.

1. If the display is off, press the POWER button to turn it back on.
2. Press and hold the POWER button, and then tap **Restart**.

HTC Desire 19+ not responding?

If HTC Desire 19+ does not respond when you touch the screen or press the buttons, you can still restart it.

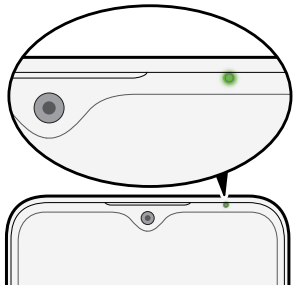
Press and hold the POWER button until your phone vibrates, and then release the button.

You may need to press and hold the button for 10 seconds before the phone vibrates.

Notifications

Notification LED

The notification LED shows a:



- Solid green light when HTC Desire 19+ is connected to the power adapter or a computer and the battery is fully charged.
- Flashing green light when you have a pending notification.
- Solid orange light when the battery is being charged.
- Flashing orange light when the battery level reaches very low.

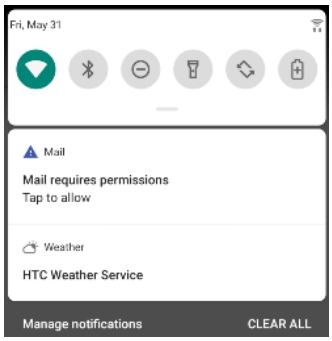
Notifications panel

Notification icons inform you of new messages, calendar events, alarms, and activities in progress such as files downloading.

When you see notification icons, open the Notifications panel to check out details of the notifications that you've received.

To open the Notifications panel, slide down from the top of the screen.

Or just swipe down anywhere on the Home screen.



- Tap the notification to open the corresponding app.
- To dismiss just one notification in the list, drag it left or right.
- Slide two fingers apart on the notification to expand it and see more details or see if there are more notifications bundled inside it. Slide two fingers together on the notification to minimize it again.
- Some notifications allow you to take immediate action. For example, tap a missed call notification to return the call or reply with a text message.
- If you have several notifications, scroll through the list screen to see them all.
- To dismiss all non-persistent notifications, tap **Clear all**.
- To change what app notifications you want to receive, tap **Manage notifications**. You can also snooze some notifications to temporarily remove them. For more details, see Managing app notifications on page 28.

Snoozing notifications

You can snooze notifications to temporarily remove them from the status bar and notifications panel.

1. Swipe down from the top of the screen to open the Notifications panel.
2. Slide the notification slowly to the right or left, and then tap ⏲.
3. Tap ⌄ then choose how long you want to snooze the notification.

The snoozed notification shows up again on the status bar and notifications panel as soon as the snooze time ends.

Turning Notification dots on or off

Some apps may show a dot when they have notifications. You can choose to turn the Notification dots on or off.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Select an app, and then tap **Notifications** > **Advanced**.
3. Tap the **On/Off** switch next to the **Allow notification dots** option to turn it on or off.

Managing app notifications

Choose which types of app notifications to enable, disable, or override your Do Not Disturb settings.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Do one of the following:
   - To choose any app, tap an app under the Recently opened apps section. Or tap **See all __ apps** to choose from more apps. Then tap **Notifications**.
   - To choose an app that recently sent you notifications, tap **Notifcations**. Under the Recently sent section, tap the app you want. Or tap **See all from last 7 days** to choose from more recent apps.
3. Tap the **On/Off** switch or check box next to the option you want to toggle.

App notification settings are applied to notifications in the Notifications panel and the lock screen.

You can also press and hold a notification in the Notifications panel or the lock screen to see the notification settings you can customize.

Selecting, copying, and pasting text

1. Press and hold on a word.
2. Drag the start and end anchors to highlight the text you want to select.
3. Tap **Copy**.
4. In a text entry field (for example, while composing an email), press and hold at the point where you want to paste the text.
5. Tap **Paste**.

Sharing text

1. After you have selected the text, tap **Share**.
2. Choose where to share the selected text.

Entering text

The keyboard becomes available when you tap a text field in an app.

Here are some things to keep in mind while using Gboard:

The keyboard layout may slightly differ depending on the text field currently active.

- Tap the keys on the onscreen keyboard to enter letters and numbers, as well as punctuation marks and symbols.
- Some keys have multiple characters or accents associated with them. Press and hold a key to enter numbers, symbols, or accented letters.
- Tap ?123 to show number and symbol keys.
- Tap ☺ to choose from a wide selection of emojis and GIFs.
- Tap G to translate text, switch to one-handed typing mode, access keyboard settings, and more.
- Press ◁ to close the onscreen keyboard.

Entering text by speaking

1. Tap an area where you want to enter text.
2. On the keyboard, tap 🎤.
3. Say the words you want to enter. Enter punctuation marks by saying its name. For example, say "`Bring water comma towels comma and goggles period`"". The text will appear as "`Bring water, towels, and goggles.`"

Security

Setting a screen lock

Help protect your personal information and help prevent others from using HTC Desire 19+ without your permission.

Choose to set a screen lock pattern, numeric PIN, or other means of locking your screen. You'll be asked to unlock the screen every time HTC Desire 19+ is turned on or when it's idle for a preset period of time.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Under Device security, tap **Screen lock**.
3. Select a screen lock option and set up the screen lock.
4. Next to **Screen lock**, tap ⚙ > **Automatically lock**, then specify the idle time before the screen locks.

If you've set up a screen lock pattern and you don't want the pattern shown as you draw it, tap ⚙ and tap the **Make pattern visible On/Off** switch to turn it off.

Setting up Smart Lock

Smart Lock keeps your phone unlocked when it's safe with you, such as when your phone is in your pocket or you're at home. After you set up Smart Lock, you won't need to manually unlock the phone.

Available Smart Lock options vary depending on the phone model.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Tap **Smart Lock**.

You need to have a screen lock set up before you can use Smart Lock. If you haven't set up a screen lock, tap **Screen lock**. This will be your alternate screen lock method.

3. Confirm your screen lock.
4. Choose from the available options and set when you want to keep the phone unlocked. For instance, when:
   - You're carrying the phone
   - You're in a trusted location such as your home or office
   - The phone is connected to a trusted device such as your Bluetooth watch or car system

5. Follow the onscreen instructions, and then press ◁ to return to the Security & location screen.
6. Under Device security, tap ⚙ next to **Screen lock**, tap **Automatically lock**, and then specify the idle time before the screen is locked.

Turning the lock screen off

Rather not have to unlock your phone every time you wake it up? You can turn the lock screen off in Settings.

It is recommended that you have a screen lock to help secure your phone from unwanted access.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Under Device security, tap **Screen lock**.
3. Enter or confirm your lock screen, and then tap **None** > **Yes, remove**.

To turn lock screen on again, tap **Screen lock** again to set one.

About Face Unlock

With Face Unlock, you can set up HTC Desire 19+ to unlock the screen with your face when the screen is on.

For best face scanning results

Follow these tips when registering your face:

- Do the face scan indoors in a well-lit environment.
- Do not cover your face with an object such as sunglasses, mask, or hat.
- Hold your phone at face level and at a distance of 20 to 50 cm (8 to 20 in) from your face.
- Stay still and do not move your phone while the phone scans your face.

Face Unlock is less secure since your phone could be unlocked by someone or something that contains or looks like your image. If you have concerns, use other more secure authentication methods such as a screen lock pattern, PIN, or password.

Setting up Face Unlock

1. From the Home screen, swipe up and then tap **Settings** > **Face Unlock**.
2. If you haven't already set up a screen lock, you'll be asked to choose and set up a backup pattern, PIN, or password for unlocking your phone. See Setting a screen lock on page 30.
3. If prompted, choose how you want to show notification content when your phone is locked, and then tap **Done**.

4. Tap **Enter the face**, and then read the tips and reminders.
5. Tap **Next** and follow the onscreen instructions to scan your face. Face Unlock will enable automatically after your face data entered.

Unlocking your phone with Face Unlock

You need to be on the lock screen to use Face Unlock for unlocking your phone.

1. If the screen is off, press the POWER button to wake up the screen.
2. Hold your phone in portrait orientation at face level and look at the front camera.

   Your phone will bypass the Security screen and unlock.

Fingerprint scanner

You can quickly wake up and unlock the HTC Desire 19+ using your fingerprint. You can add up to 5 fingerprints.

When setting up and using the fingerprint scanner, follow these tips:

- Make sure your finger and the fingerprint scanner are dry and clean.
- Use the entire pad of your finger, including the sides and tip.
- When recording your fingerprint, touch the scanner until it vibrates.
- The fingerprint scanner has 360° readability—you can touch a recorded finger at any angle to the scanner to turn on the screen or unlock the HTC Desire 19+.

You may not be able to set the fingerprint scanner to unlock HTC Desire 19+, if you've signed in to an Exchange ActiveSync® account that requires you to set a different screen lock option (such as password). Check with your Exchange Server administrator if your Exchange ActiveSync account supports the fingerprint scanner.

Adding a fingerprint the first time

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Tap **Fingerprint scanner** > **Next**.

   If you haven't already set up a screen lock, you'll be asked to set one up. See

   Setting a screen lock on page 30.
3. If prompted, choose how you want to show notification content when your phone is locked, and then tap **Done**.
4. Touch the fingerprint scanner.
5. Place your index finger on the fingerprint scanner to start scanning.
6. Repeatedly touch the scanner until the fingerprint has been successfully recorded. You'll get the best results if you hold your finger in the same direction when touching the scanner.
7. After you've successfully recorded your fingerprint, tap **Done**.

You can now use your fingerprint to wake up and unlock your HTC Desire 19+.

You'll need to input your backup lock screen pattern, PIN, or password if the scanner doesn't identify your fingerprint after five attempts.

Adding, removing, or editing fingerprints

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Tap **Fingerprint scanner**.
3. Enter your pattern, PIN, or password.
4. Do any of the following:
   - Tap **Add fingerprint** to add another fingerprint.
   - Tap a recorded fingerprint to rename it.
   - Tap next to a recorded fingerprint to delete it.

Assigning a PIN to a nano SIM card

You can help to protect the nano SIM card by assigning a Personal Identification Number (PIN).

Make sure you have the default PIN provided by your mobile operator before continuing.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
2. Tap **Advanced**.
3. Depending on the phone model, do the following:
   - **Single SIM model:** Tap **SIM card lock**.
   - **Dual SIM model:** Select which card you want to assign a new PIN to.
4. Tap **Lock SIM card**, enter the default PIN of the card, and then tap **OK**.
5. Tap the Lock SIM card **On/Off** switch to turn it on. Enter the default PIN of the card, and then tap **OK**.
6. To change the card PIN, tap **Change SIM PIN**.

Restoring a nano SIM card that has been locked out

If you enter the wrong PIN more times than the maximum number of attempts allowed, the card will become "PUK-locked."

You need a Pin Unlock Key (PUK) code to restore access to HTC Desire 19+. Contact your mobile operator for this code.

1. When prompted, enter the PUK code, and then tap **Next**.
2. Enter the new PIN you want to use, and then tap **Next**.
3. Enter the new PIN again, and then tap **OK**.

Updates

Software and app updates

Download and install software updates for the latest performance enhancements, bug fixes, and security improvements. HTC Desire 19+ can check and notify you if there's a new update available.

Some app updates are available from HTC or your mobile operator, and you'll receive notifications on HTC Desire 19+ when there are new updates. Or you can install app updates from Google Play Store. Some HTC apps that are not preloaded can also be downloaded from Google Play Store.

The information in this guide may not be most up-to-date if there are more recent software or app updates available.

Checking your system software version

Before installing a system software update, you can check first what Android version you have on your HTC device.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **System** > **About phone** > **Software information**.
3. Check under Android version.

Checking for updates manually

Turn on mobile data or connect HTC Desire 19+ to a Wi-Fi network before you check for updates.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **System** > **About phone** > **Software updates**.
3. Tap **Check now**.

Installing a software update

When HTC Desire 19+ is connected to the Internet and there's a new software update available, the update notification icon appears in the status bar.

1. Slide the Notifications panel open, and then tap the system update notification.
2. If you don't want to download the update using your data connection, select **Update over Wi-Fi only**.

3. Tap **Download**.
4. When download is complete, select **Install now**, and then tap **OK**.

After updating, HTC Desire 19+ will restart.

Installing an application update

When Internet connection is on and there's an available update for your HTC apps, the update notification icon appears in the status bar.

1. Slide the Notifications panel open, and then tap the update notification.

   The Updates screen opens with the list of application updates to be installed.
2. Tap an item to view its details, and then tap .
3. When you're done reviewing the updates, tap **Install**. You'll be asked to restart HTC Desire 19+ if needed.

Installing app updates from Google Play Store

Most apps get updated with improvements and bug fixes through Google Play Store. You can manually update apps or set the Google Play Store app to automatically download and install app updates when available.

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap to open the slideout menu.
3. Tap **My apps & games**.
4. On the Updates tab, you'll see the list of apps that have updates available.
5. Tap **Update** beside the app you want to update.

Tap **Update All** if you want to update all the apps.

In Google Play Store, tap > **Settings** > **Auto-update apps** to choose how you want Google Play Store to update your apps.

Home screen layout and fonts

Adding or removing a widget panel

- You won't be able to add a new widget panel if you've already reached the maximum limit.
- HTC BlinkFeed always appears as the first panel (if it's not removed). A widget panel cannot be added before HTC BlinkFeed.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Tap ✎.
3. To add a new widget panel, swipe left until you see the + icon, and then tap it.
4. To remove a widget panel, swipe left or right until you see the panel, and then tap **Remove**.
5. When done, press ◁.

Arranging widget panels

A widget panel cannot be moved and inserted before HTC BlinkFeed.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Press and hold a widget panel thumbnail, and then drag it left or right to the position that you want.
3. When you're done arranging widget panels, press ◁.

Changing your main Home screen

Set HTC BlinkFeed or a widget panel as your main Home screen.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.
2. Tap ✎.

3. Swipe left or right until you see the panel that you want to use as your main Home screen.
4. Tap **Set as home**.
5. Press ◁ .

Pressing ○ from an app will first return you to the last panel you were in. Just press ○ again to go to your main Home screen.

Setting your Home screen wallpaper

Choose from the available wallpapers, or use any photo you've taken with the camera.

You can only change the wallpaper while in Classic home screen layout.

1. From the Home screen, swipe up and then tap **Settings** > **Personalize**.
2. Tap **Change wallpaper**.
3. Choose from where you want to select a wallpaper.
4. Tap **Apply** or **Set wallpaper**.
5. If prompted, choose whether to use the wallpaper for the Home screen, lock screen, or both.

Changing the default font size

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Font size**, and then select the size you want.

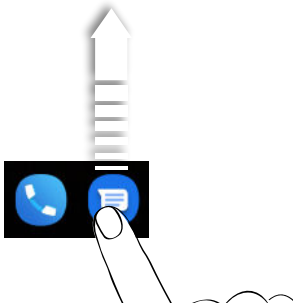
Widgets and shortcuts

Launch bar

The launch bar gives you one-touch access to commonly used apps and other shortcuts. You can replace the apps on the launch bar with the ones you often use.

You can only customize the launch bar while in Classic layout.

1. Press and hold the app you want to replace, and then drag it out to .



2. Tap to go to the Apps screen.
3. Press and hold an app, and then drag it to the empty slot on the launch bar.

You can also group apps on the launch bar into a folder. See Grouping apps on the widget panel and launch bar on page 39.

Adding Home screen widgets

Widgets make at-a-glance important information and media content readily available.

1. Press and hold an empty space on a widget panel.
2. In the pop-menu, tap **Add apps and widgets**.
3. Tap > **Widgets**.
4. Scroll through the widgets, or tap to search for a specific widget.
5. Press and hold a widget, and then drag it to a widget panel you want to add it to.

Changing the widget settings

You can modify basic settings of some widgets.

1. Press and hold a widget on your Home screen, and then drag it to ⚙.
2. Customize the widget settings.

Resizing a widget

Some widgets can be resized after you've added them to your Home screen.

1. Press and hold a widget on the Home screen, and then release your finger. If a border appears, that means the widget is resizable.
2. Drag the sides of the border to enlarge or shrink the widget size.

Adding Home screen shortcuts

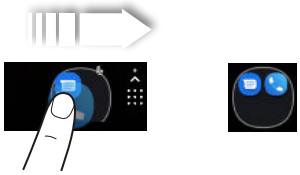
Place apps you often use on any widget panel of your Home screen. You can also add shortcuts to frequently used settings, favorite contacts, and more.

1. Press and hold an empty space on a widget panel.
2. In the pop-up menu, tap **Add apps and widgets**.
3. Tap ⌄ > **Apps** or **Shortcuts**.
4. Scroll through the apps or shortcuts, or tap 🔍 to search for one.
5. Press and hold an app or shortcut, and then drag it to a widget panel you want to add it to.

To add an app from the Apps screen, press and hold the app, and then drag it to a widget panel.

Grouping apps on the widget panel and launch bar

1. Press and hold an app, and then drag it over to another app to automatically create a folder.



2. Tap the folder to open it.
3. Tap the folder window's title bar, and then enter a new folder name.
4. Add more apps into the folder. Tap +, select your apps, and then tap **Done**.

You can also add shortcuts to settings or information to a folder. Add a shortcut first to a widget panel, and then drag it over to the folder.

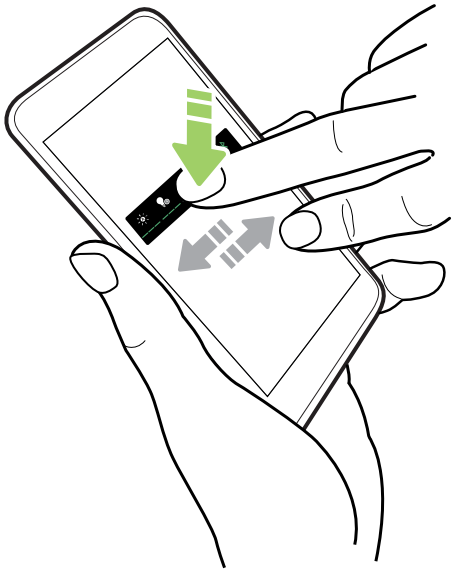
Removing items from a folder

1. On the launch bar or widget panel, tap a folder to open it.
2. Press and hold an app or shortcut in the folder, and then drag it out to .

Moving a Home screen item

You can easily move a widget, icon, or sticker from one widget panel to another.

1. Press and hold a Home screen item with one finger.
2. With another finger, flick left or right to rotate the screen to another widget panel.



3. Release the item to where you want to move it.

Removing a Home screen item

1. Press and hold the widget, icon, or sticker you want to remove, and then drag it to .
2. When the item turns red, lift your finger.

Taking photos and videos

Camera basics

Take photos, videos, and selfies using the camera.

- On the Home screen, tap the camera icon to open the **Camera** app.
- You can also press POWER twice to launch the camera.

Make sure **Quick launch camera** is enabled in **Settings** > **Display & gestures** > **Advanced**.

You'll see **Photo** mode, which is the default capture mode.

Icon or button	Function
	Open the camera settings menu.
	Switch ultra-wide angle on or off.
	Switch between the front and main cameras.
	Capture a photo.
	View the last photo or video taken.

Turning the camera flash on or off

Tap the flash icon , and then choose a flash setting.

When you've switched to the front camera, you can also tap the flash icon to turn the flash on or off.

Choosing a capture mode

Switch to a capture mode to use for taking photos or videos.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Tap the capture mode you want to use.

   You can also swipe left or right in portrait orientation, or swipe up or down in landscape orientation to switch between capture modes.

Icon	Mode
	Professional mode
	Video mode
	Photo mode
	Bokeh mode
	AR sticker mode

Zooming

Before taking a photo or video, slide two fingers apart on the Viewfinder screen to zoom in or together to zoom out. You can also freely zoom in or out while recording.

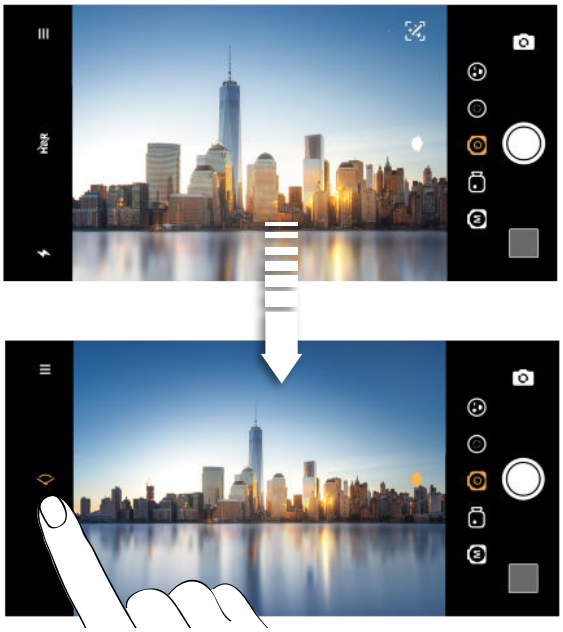
Taking ultra-wide or standard photos

Switch the main cameras to ultra-wide angle to capture more of landscape scenes. Change back to standard angle to take regular shots.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Tap to turn on ultra-wide angle.

3. Point the camera at what you want to capture.

   Distortion may occur when using ultra wide angle. If this happens, tap to remove the distorted edges.



4. When you're ready to take the photo, tap .

To switch back to capture standard shots, tap .

Setting the photo quality and size

1. In **Photo** mode, tap .
2. Choose an aspect ratio next to the Photo setting.

Taking continuous camera shots

Do you want to take photos of moving subjects? Whether it's your kid's football game or a car race, you can capture the action.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Photo** mode. See Choosing a capture mode on page 42 for details.
3. Press and hold .

   The camera takes consecutive shots of your subject.

Taking photos with the self-timer

When you use the self-timer, the Camera app counts down before taking the shot. You can set the countdown time.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Choose whether to use the main or front camera to take photos. See Camera basics on page 41 for details.

3. Tap ☰, and then select the countdown time.
4. To start the timer, tap ◉. The camera takes the photo after countdown.

Selfies and people shots

Taking a photo selfie

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Photo** mode. See Choosing a capture mode on page 42
3. Tap 📷 to switch to the front camera.
4. When you're ready to take the photo, tap ◉.

Using the Live Makeup feature

Look best in your photo selfies. With the Live Makeup feature, apply real-time touch-ups such as skin smoothening, face slimming, and more.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Choose whether to use the main or front camera to take photos. See Camera basics on page 41 for details.
3. Tap ✨, and then tap ⌄ to display the touch-up options.
4. Tap each option, and then drag its slider to make your adjustments.

5. When you're ready to take the photo, tap ◉.

Unflipping photos selfies

When you view yourself on the Viewfinder screen, your selfie is actually a mirrored image. Here's what to do if your captured photo looks flipped and is not the mirrored image.

1. Switch to **Photo** mode. See Choosing a capture mode on page 42 for details.
2. Tap 📷 to switch to the front camera.
3. Tap ☰.
4. Make sure the **Save mirrored selfies** option is turned on.

Recording video

Capture videos of memorable moments.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Video** mode. See Choosing a capture mode on page 42 for details.

3. When you're ready to start recording, tap .
4. Tap to pause the recording, and then tap to resume.
5. To stop recording, tap .

Setting the video resolution

1. In **Video** mode, tap .
2. Choose a resolution next to the Video setting.

Taking a photo while recording a video

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Video** mode. See Choosing a capture mode on page 42 for details.
3. Tap to start recording.
4. While recording, tap whenever you want to capture a still shot.
5. Tap to stop recording.

Using HDR

When shooting portraits against a bright background, use HDR, short for High Dynamic Range, to capture your subject clearly. HDR brings out the details of both highlights and shadows, even in high contrast lighting.

HDR works best when your subject is steady. The camera takes multiple shots at different exposure levels and combines them into one enhanced photo.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Choose whether to use the main or front camera to take photos. See Camera basics on page 41 for details.
3. Make sure HDR is selected. If not, tap HDR to enable HDR.
4. When you're ready to take the photo, tap .

Taking photos in Bokeh mode

With Bokeh mode, you can take photos with a nice blurred background. Blur the background automatically, or manually adjust the blur level before taking the shot.

- You need to be in a well-lit environment to use Bokeh mode.
- Some features such as zooming, flash, and continuous shooting are not available in Bokeh mode.

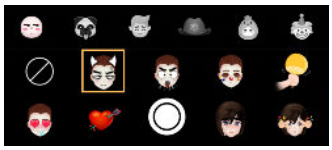
1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Bokeh** mode. See Choosing a capture mode on page 42 for details.
3. On the Viewfinder screen, tap the subject you want to focus on. Drag the slider to increase or decrease the blur level of the background.

4. When you're ready to take the photo, tap ⬤.

Adding stickers to your shots

Add fun stickers when capturing shots of friends, family, or your selfies.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **AR sticker** mode. See Choosing a capture mode on page 42 for details.
3. Choose whether to use the main or front camera.
4. Tap ☺ to open the sticker menu.



5. Tap the sticker you want to use.
6. To close the sticker menu, tap the Viewfinder screen or press the ◁ button.
7. When you're ready to take the photo, tap ⬤.

Using Professional mode

Want to have expert command of your camera settings for different environments or lighting conditions? Use Professional mode to manually adjust the values for settings like white balance, ISO, and more.

1. On the Home screen, tap the camera icon to open the **Camera** app.
2. Switch to **Professional** mode. See Choosing a capture mode on page 42 for details.
3. Tap a setting, and then drag its slider to make adjustments.
4. To change a setting back to auto, tap Auto or **A** .
5. When you're ready to take the photo, tap ◉.

Google Photos

What you can do on Google Photos

The help content here is based on the following app version: 4.16.x.

Here are some of the things you can do when using Google Photos™.

- View, edit, and share your photos and videos. You can also access the media files previously backed up to your Google Account.
- To select photos and videos, tap ⋮ > **Select**. Tap a date to select all the media files under it. Or, tap the thumbnails that you want to select.
- Create collages, animations, and movies.
- Search by people, things, or places in your photos.
- Enhance RAW photos taken using the HTC Camera app.

To learn more about Google Photos, tap ☰ > **Help & feedback**. Or, you can visit support.google.com/photos.

Viewing photos and videos

When you open Google Photos for the first time, sign in to your Google Account, if prompted, and choose whether to turn backup and sync on or off.

1. Open the Photos app.

   You'll see your local and backed up photos and videos organized by date.

2. To switch to another view, tap ⋮ > **Layout**, and then choose how you want to view your media files.
3. Tap a thumbnail to view it in full screen.
4. To view only the photos and videos saved on your HTC device and storage card, tap ☰ > **Device folders**.

Editing your photos

1. Open the Photos app.
2. Tap a photo thumbnail to view it in full screen.
3. Tap , and then do any of the following:
   - Tap to adjust the brightness, color, and more.
   - Tap to apply a filter to the photo.
   - Tap to rotate or crop the photo.
4. While you're editing, press and hold the photo to compare your changes to the original.
5. After making your adjustments, tap **Save**.

Trimming a video

1. Open the Photos app.
2. Tap a video thumbnail to view it in full screen.
3. Tap , and then drag the trim sliders to the part where you want the video to begin and end.
4. Tap ▶ to preview your trimmed video.
5. Tap **Save**.

The trimmed video is saved as a copy. The original video remains unedited.

Phone calls

Making a call with Smart dial

You can either dial a number directly, or use Smart dial to quickly place a call. Smart dial searches and calls a stored/synced contact or a number from your call history.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Enter the phone number or first few letters of the contact's name to see matching contacts.
3. To see all the numbers and contacts that match, tap the number (for example, 8 matches).
4. Tap the contact you want to call.

If the phone number has an extension, tap after connecting to the main line and then dial the extension number.

5. If you're using a dual SIM phone model. tap the call button that corresponds to the card you want to use.

Making a call with your voice

Call a contact hands-free using your voice.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Tap .
3. Say the name of the contact you want to call. A selection menu then opens with a list of variations of the name you've just dictated.
4. Tap the name you want in the selection menu. Your phone then searches and displays matched contacts from your phonebook.
5. Tap the contact you want to call.
6. If you're using a dual SIM phone model. tap the call button that corresponds to the card you want to use.

Dialing an extension number

To skip voice prompts when dialing an extension number, do one of the following:

- After dialing the main number, press and hold * . A comma (,) is added to the number you are dialing. Enter the extension number, and then tap the call button. You will be connected to the mainline and then to the extension number.
- After dialing the main number, press and hold # and tap **Add wait (;)**. Enter the extension number after the semicolon, and then tap the call button. After connecting to the main line, tap **Send** to dial the extension number.

You can save phone numbers with an extension in the People app.

Keeping your phone number private

You can choose to hide your phone number from the person you're calling.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Dial the number or press and hold a call entry and tap **Edit number before calling**.
3. Press and hold # and tap **Hide number for this time**.
4. Place your call.

Speed dial

Use Speed dial to call a phone number with a single tap.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Tap ⋮ > **Speed dial** > +. You can also press and hold an unassigned key on the dialpad, and then tap **Yes**.
3. Select a contact from the list.
4. On the Speed dial screen, choose the phone number of the contact to use, and a speed dial key to assign.
5. Tap **Save**.

To use Speed dial, press and hold the speed dial number you want to call. If you're using a dual SIM phone model, tap the call button that corresponds to the card you want to use.

Calling a number in a message, email, or calendar event

When you receive a text message, email, or calendar event that has a phone number in it, you can just tap the number to place a call.

Receiving calls

When you receive a phone call, the full Incoming call screen appears by default. This may be distracting especially when you're playing a game or watching a video. You can set HTC Desire 19+ to display a small pop-up notification for incoming calls instead.

Showing incoming call as a pop-up notification

1. From the Home screen, swipe up and then tap **Settings** > **Call**.
2. Select **Incoming call pop-out**.

Another way is through the Phone app notification in the Notifications panel. If you see the Phone app notification prompting you to show calls as **Incoming call pop-out** , tap **Apply**.

If you don't see the **Apply** option, expand the notification to see the option. See Notifications panel on page 27 on how to expand notifications.

Answering or rejecting a call

Do one of the following:

- On the full incoming call screen, tap **Answer** or **Decline**.
- On the incoming call notification, tap to answer the call or to decline the call.
- On the lock screen, drag or upwards.

Muting the ringing sound without rejecting the call

Do one of the following:

- Press the VOLUME DOWN or VOLUME UP button.
- Press the POWER button.
- Place HTC Desire 19+ face down on a level surface.

Returning a missed call

You'll see the missed call icon in the status bar when you miss a call.

1. Slide the Notifications panel open to check who the caller is.
2. To return the call, tap **Call back**.

If you have multiple missed calls, tap the missed calls notification to open the Call History tab.

Emergency call

In some regions, you can make emergency calls from HTC Desire 19+ even if the nano SIM card has been blocked or if you don't have one installed.

If you don't have a network signal, you won't be able to make an emergency call.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Dial the emergency number for your locale, and then tap **Call**.

If you've enabled but forgotten your lock password or lock pattern, you can still make emergency calls by tapping **Emergency** on the screen.

What can I do during a call?

When a call is in progress, you can turn the speakerphone on, place the call on hold, and more.

Putting a call on hold

To put the call on hold, tap > **Hold**. The status bar then displays the hold call icon .

To resume the call, tap > **Unhold**.

Switching between calls

If you're already in a call and you accept another call, you can switch between the two calls.

1. When you receive another call, tap **Answer** to accept the second call and put the first call on hold.
2. To switch between the calls, tap the person you want to talk to on the screen.

Turning the speakerphone on or off during a call

To decrease potential damage to your hearing, do not hold HTC Desire 19+ to your ear when the speakerphone is on.

- On the call screen, tap . The speakerphone icon appears in the status bar.
- To turn the speakerphone off, tap .

Muting the microphone during a call

On the call screen, tap to toggle between turning the microphone on or off. When the microphone is turned off, the mute icon appears in the status bar.

Ending a call

Do one of the following to end the call:

- On the call screen, tap **End Call**.
- Slide the Notifications panel open, then tap **Hang Up**.

Setting up a conference call

Conference calling with your friends, family, or co-workers is easy. Make or accept a call, and then simply dial each subsequent call to add it to the conference.

Make sure that you have conference calling service activated. Contact your mobile operator for details.

1. Make a call to the first conference call participant.
2. When connected, tap , and then dial the number of the second participant. The first participant is put on hold.
3. When connected to the second participant, tap .
4. To add another participant, tap , and then dial the number of the contact.
5. When connected, tap to add the participant to the conference call. Tap ••• to access options such as ending the call with a participant.
6. To end the conference call, tap **End Call**.

Call History

Use Call History to check missed calls, your dialed numbers, and received calls.

1. On the Home screen, tap the phone icon to open the **Phone** app.
2. Swipe right to go to the Call History tab.
3. Do one of the following:
   - Tap a name or number in the list to call.
   - Press and hold a name or number in the list to display the options menu.
   - Tap to display just a particular type of call such as missed calls or outgoing calls.

Adding a new phone number to your contacts from Call History

1. On the Call History tab, tap + next to the new phone number.
2. Choose whether to create a new contact or save the number to an existing contact.

Clearing the Call History list

1. On the Call History tab, tap ⋮ > **Remove call history**.
2. Select the items you want to delete, or tap ⋮ > **Select all**.
3. Tap **Delete**.

Blocking a caller

When you block a phone number or a contact, all calls from the phone number or contact will be declined automatically.

On the Call History tab, press and hold the contact or phone number you want to block, and then tap **Block contact**.

You can always remove a caller from your blocked list. On the Call History tab, tap ⋮ > **Blocked contacts**. In the All tab, press and hold a contact, and then tap **Unblock contacts**.

Switching between silent, vibrate, and normal modes

Do one of the following:

- Press the VOLUME UP or VOLUME DOWN button, and then toggle between , , or to change modes.
- Go to Settings, and then tap **Sound** > **Sound profile**.

Home dialing

When you're on a trip abroad, it's easy to dial friends and family from home.

Your home country code is automatically added when you call your contacts while roaming. But when manually entering a phone number to call, you need to enter a plus (+) sign and country code before the number.

Using a roaming service may incur additional charges. Check with your mobile operator for rates before using a roaming service.

Changing the default country code for Home dialing

1. From the Home screen, swipe up and then tap **Settings** > **Call**.
2. Tap **Home dialing settings**.
3. Select a country, and then tap **OK**.

Turning off Home dialing

If you prefer to manually enter complete phone numbers to call while roaming, you can turn off Home dialing.

1. From the Home screen, swipe up and then tap **Settings** > **Call**.
2. Clear the **Home dialing** option.

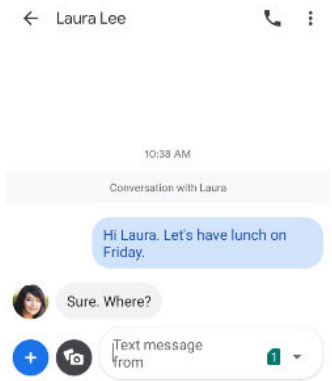
SMS and MMS

About the Messages app

With Messages, you can send and receive instant text (SMS) and multimedia (MMS) messages between HTC Desire 19+ and another messaging-ready phone. MMS can contain text and pictures, recorded voice, audio or video files, or contact cards (vCard). See your service plan for applicable charges for messaging.

Sending a text message (SMS)

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Tap .
3. Enter a contact name, mobile number, or email address in the **To** field. Or select a contact from the list.
4. In the text box, start composing your message.



5. Tap to send, or press to save the message as a draft.

- There is a limit on the number of characters for a single text message. Once you go over the character limit, a new message is created but automatically joined into one when received. As you near the limit, a character count will appear above the Send button.
- Your text message automatically becomes a multimedia message if you attach an item, or compose a very long message.

Sending a multimedia message (MMS)

When you need to add a little more to a text message, you can send a multimedia message (MMS) with pictures, voice recordings, audio or video files.

Before attaching and sending a video, compress it first so that the file size doesn't exceed the message size limit.

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Tap .
3. Enter a contact name, mobile number, or email address in the **To** field. Or select a contact from the list.
4. Tap to attach a photo or video.

   Tap , to include other types of attachments, such as a sticker, voice recording, or your location.
5. Tap the text box, and then enter your message.
6. Tap to send, or press to save the message as a draft.

Depending on the resolution of your photo or video attachments, they may be displayed as cropped thumbnails in your multimedia message.

Sending a group message (SMS)

Group messaging makes it easy to send a message to multiple contacts all at once. You can choose to send a group SMS or group MMS.

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Tap > **Start group conversation**.
3. Enter a contact name or mobile number in the **To** field. Or tap a contact in Top contacts or from the list.

When choosing a contact from the list, not Top contacts, tap the name and not the contact photo.

4. When you're done, tap .
5. Tap the text box, and then start composing your message.
6. Tap to send, or press to save the message as a draft.

Replying to a message

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Tap the text box, and then enter your message.
4. Tap ➤.

Forwarding a message

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Tap a contact (or phone number) to display the exchange of messages with that contact.
3. Press and hold the message until it is selected, and then tap ⋮ > **Forward**.
4. Select the contact from the pop-up window. If the contact is not listed, tap **New message** and then enter or select a contact.
5. Tap ➤.

Blocking messages from unwanted contacts

Block unwanted messages and keep your Messages screen clean.

1. From the Home screen, swipe up and then find and tap **Messages**.
2. Press and hold a contact (or phone number) to select.
3. Tap ⊘ at the top of the screen. When the contact sends you messages, you will not see them in the Messages screen or receive notifications and calls.
4. To see all contacts and numbers you've blocked, tap ⋮ > **Blocked contacts**.

To read messages from a blocked contact or number, on the Messages screen, tap ⋮ > **Archived**.

Deleting messages and conversations

Open the Messages app and do any of the following:

To delete a	Do these steps
Conversation	Press and hold a contact (or phone number) to select it, and then tap 🗑.
Message	Tap the conversation thread with a contact (or phone number), press and hold the message to select it, and then tap 🗑.

Changing the settings and getting help

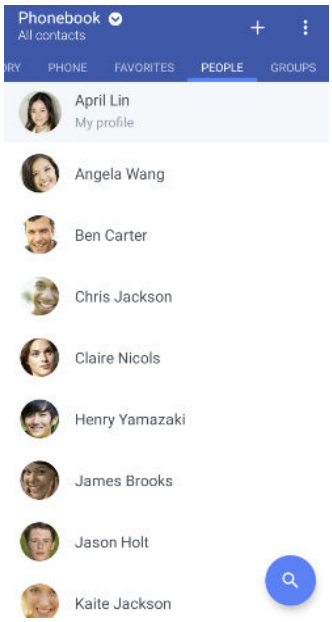
1. From the Home screen, swipe up and then find and tap **Messages**.
2. Do one of the following:
   - To change Messages app settings, tap ⋮ > **Settings**.
   - To get help or provide feedback, on the conversations or messages screen, tap ⋮ > **Help & feedback**.

Contacts

Your contacts list

The People app lists all contacts you've stored on HTC Desire 19+ and from online accounts you're logged in to. Use the People app to easily manage communications with people that matter to you.

1. From the Home screen, swipe up and then find and tap **People**.



2. On your contacts list, you can:
   - View your profile and edit your contact information.
   - Create, edit, find, or send contacts.
   - Tap a contact photo to find ways to quickly connect with the contact.
   - See when a contact has sent you new messages.

To sort your contacts by their first or last name, tap ⋮ > **Settings** > **Sort contacts by**.

Setting up your profile

Store your personal contact information to easily send it to other people.

1. From the Home screen, swipe up and then find and tap **People**.
2. Tap **My profile**.
3. Tap **Edit my contact card**.

4. Enter or edit your name and contact details.
5. Tap or the current photo to change your contact photo.
6. Tap .

Filtering your contacts list

When your contacts list gets long, you can choose which contact accounts to show.

1. On the People tab, tap **Phonebook**.
2. Choose the accounts that contain the contacts you want to display.
3. Press .

Finding people

Search for contacts stored on HTC Desire 19+, your company directory if you have an Exchange ActiveSync account, or social networks you've signed into.

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, you can:
   - Find people in your contacts list. Tap , and then enter the first few letters of the contact name in the Search people box.
   - Find people on your company directory. Tap , enter the first few letters of the contact name in the Search people box, and then tap **Search contacts in your Company Directory**.

Adding a new contact

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, tap . If you have email accounts set up on your phone, you will be prompted to select which account to save the contact.
3. Tap the **Name** field, and then enter the contact name. Tap to separately enter the contact's given, middle, or family name and name suffix, such as Jr.
4. Select the Contact type. This determines which account the contact will sync with.
5. Enter the contact information in the fields provided.
6. Tap .

When you tap the added contact in your contacts list, you'll see the contact information and your exchange of messages and calls.

How do I add an extension number to a contact number?

While creating a new contact or editing a contact's details in People, you can add an extension number to their number so you can skip the voice prompts when calling.

1. After entering the number of the main line, tap the *# key on the keyboard. Then do one of the following:
   - Tap **Pause** to insert a pause before the phone dials the extension number. To insert a longer pause, enter **Pause** several times.
   - Tap **Wait** to be prompted to confirm the extension number.
2. Enter the extension number.

Why can't I see newly added contacts in the People app?

Check if you've created the contact under a specific account type. On the People app, tap **Phonebook**, and then select the accounts or sources you want your contacts to show from.

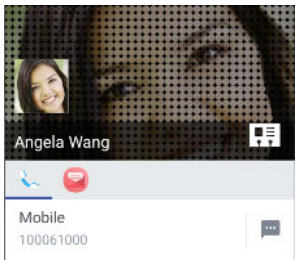
Editing a contact's information

Social network contacts cannot be edited.

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, press and hold the contact, and then tap **Edit contact**.
3. Enter the new information.
4. Tap ✓.

Getting in touch with a contact

1. From the Home screen, swipe up and then find and tap **People**.
2. Tap a contact's photo (not the name), and then choose how you want to get in touch with that contact.



For more ways of getting in touch with your contact, tap an icon below the contact photo.

Importing or copying contacts

Importing contacts from your nano SIM card

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, tap ⋮ > **Manage contacts**.
3. Depending on the phone model, do the following:
   - **Single SIM model:** Tap **Import/Export contacts** > **Import from SIM card**.
   - **Dual SIM model:** Tap **Import/Export contacts** and then choose which card to import from.
4. If prompted, select which account you'd like to import your contacts to.
5. Select the contacts you want to import.
6. Tap **Save**.

Importing a contact from an Exchange ActiveSync account

1. On the People tab, tap 🔍 and enter the contact's name or email address in the search box.
2. Tap **Search contacts in your Company Directory**.
3. Tap the name of the contact you want copied to HTC Desire 19+.
4. Tap + to import the contact.

Copying contacts from one account to another

You may not be able to copy contacts from certain social network accounts.

1. On the People tab, tap ⋮ > **Manage contacts**.
2. Tap **Copy contacts**, and then choose a contact type or online account to copy from.
3. Select a contact type or account you want to save to.

Merging contact information

Avoid duplicate entries by merging contact information from different sources, such as your social network accounts, into one contact.

Accepting contact link suggestions

When HTC Desire 19+ finds contacts that can be merged, you'll see a link notification when you open the People app.

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, tap the Contact link suggestion notification when available. You'll see a list of suggested contacts to merge.
3. Tap 🔗 next to the contact you want to merge. Otherwise, tap 🔗 to dismiss the link suggestion.

If you don't want to receive contact link suggestions, on the People tab, tap ⋮ > **Settings**. Clear the **Suggest contact link** option.

Manually merging contact information

1. On the People tab, tap the name of the contact (not the icon or photo) you want to link.
2. Tap ⋮ > **Link**.
3. You can:
   - Under **Suggest links**, link the contact to an account.
   - Under **Add contact**, tap one of the options to link to another contact.

Breaking the link

1. On the People tab, tap the name of the contact (not the icon or photo) whose link you want to break.
2. Tap ⋮ > **Link**.
3. Under the **Linked contacts** section, tap 🔗 beside an account to break the link.
4. Tap **Done**.

Sending contact information

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, do one of the following:

To send	Do this
Someone's contact information	Press and hold the name of the contact (not the icon or photo), and then tap **Send contact as vCard**.
Your contact information	Press and hold **My profile**, and then tap **Send my profile**.

3. Choose how you want to send the vCard.
4. Select the type of information you want to send.
5. Tap **Send**.

Sending multiple contact cards

1. On the People tab, tap ⋮ > **Send contacts**.
2. Select the contacts whose contact information you want to share
3. Tap **Send**.
4. Choose how you want to send the contact cards.

Contact groups

Organize your friends, family, and colleagues into groups so you can quickly send a message or email to everyone in the group. We've also set up the Frequent group to automatically add the contacts you dial or get calls from the most.

HTC Desire 19+ also syncs with groups you've created in your Google Account.

Creating a group

1. From the Home screen, swipe up and then find and tap **People**.
2. On the Groups tab, tap +.
3. Enter a name for the group, and then tap ⋮ > **Add contact to group**.
4. Select the contacts you want to add, and then tap **Save**.
5. When your group is complete, tap **Save**.

Sending a message or email to a group

You will be charged for each text message sent. For example, if you send a message to a group of five people, you will be charged for five messages.

1. On the Groups tab, tap the group you want to send a message or email to.
2. Go to the Group action tab.
3. Choose if you want to send a group message or group email.

Editing a group

1. On the Groups tab, press and hold the group, and then tap **Edit group**.
2. You can:
   - Change the group name. You can only change the name for groups that you have created.
   - Add more contacts to the group. Tap ⋮ > **Add contact to group**.
   - Remove contacts from the group.
   - Rearrange group members. Drag ☰ at the end of the contact's name to move it to its new position.
3. Tap **Save**.

Removing contact groups

1. On the Groups tab, tap ⋮ > **Edit groups**.
2. Select the contact groups you want to remove. You can only remove groups that you have created.
3. Tap **Save**.

Private contacts

If you don't want to show a contact's name and photo on the lock screen when you have an incoming call, add the contact to your private contacts list.

Adding a contact to the private contacts list

Contacts must have a phone number before they can be added to the private contacts list.

1. From the Home screen, swipe up and then find and tap **People**.
2. On the People tab, press and hold the contact, and then tap **Add to private contacts**.

To view your private contacts list, on the People tab, tap ⋮ > **Manage contacts** > **Private contacts**.

Organizing your private contacts

1. On the People tab, tap ⋮ > **Manage contacts** > **Private contacts**.
2. To add contacts to the private contacts list, tap +, select the contacts you want to add, and then tap **Save**.
3. To remove private contacts from the list, tap ⋮ > **Remove private contact**, select the contacts you want to remove, and then tap **Remove**.

Battery

Tips for extending battery life

How long the battery can last before it needs recharging depends on how you use HTC Desire 19+. Try out some of these tips to help increase battery life.

Use the power management features

- Turn **Battery Saver** on in Settings. See Using Battery saver mode on page 71.
- Monitoring your battery usage helps identify what's using the most power so you can choose what to do about it. For details, see Checking battery usage on page 71.

Manage your connections

- Turn off wireless connections such as mobile data, Wi-Fi, or Bluetooth when not in use.
- Turn GPS on only when a precise location is needed, such as while using navigation or location-based apps. See Turning the location setting on or off on page 105.
- Turn on Airplane mode when you don't need any wireless connections and you don't want to receive calls or messages.

Manage your display

Lowering the brightness, letting the display sleep when not in use, and keeping it simple helps save battery power.

- Lower the screen brightness when you don't need it. See Screen brightness on page 106.
- Set the screen timeout to a shorter time. See Setting when to turn off the screen on page 106.
- Don't use a live wallpaper for your Home screen. Animation effects are nice to show off to other people but they drain your battery.

  Changing your wallpaper to a plain, black background can also help a little. The less color is displayed, the less battery is used. See Setting your Home screen wallpaper on page 37.

Manage your apps

- Battery optimization helps extend battery standby time. See Battery optimization for apps on page 71.
- Restrict battery usage of apps running in the background. See Enabling background restriction in apps on page 72.

- Install the latest software and application updates. Updates sometimes include battery performance improvements.
- Uninstall or disable apps that you never use.

  Many apps run processes or sync data in the background even when you're not using them. If there are apps that you don't need anymore, uninstall them.

  If an app came preloaded and can't be uninstalled, disabling the app can still prevent it from continuously running or syncing data. See Disabling an app on page 89.

Limit background data and sync

Background data and sync can use a lot of battery power if you have many apps syncing data in the background. It's recommended not to let apps sync data too often. Determine which apps can be set with longer sync times, or sync manually.

- In Settings, tap **Accounts** and check what types of data are being synced in your online accounts. When the battery is starting to run low, temporarily disable syncing some data.
- If you have many email accounts, consider prolonging the sync time of some accounts.

  If you are using the HTC Mail app, select an account, tap ⋮ > **Settings** > **Sync, Send & Receive**, and then adjust the settings under Sync schedule.
- When you're not traveling from one place to another, sync weather updates of only your current location, rather than in all of your named cities. Open the Weather app, and then tap ⋮ to edit and remove unneeded cities.
- Choose widgets wisely.

  Some widgets constantly sync data. Consider removing the ones that are not important from your Home screen.
- In Google Play Store, tap ☰ > **Settings**, and then tap **Auto-update apps** > **Don't auto-update apps** if you're fine with updating apps from Google Play Store manually.

Other tips

To squeeze in a little bit more battery power, try these tips:

- Tone down the ringtone and media volume.
- Minimize the use of vibration or sound feedback. In Settings, tap **Sound** > **Advanced** and choose which ones you don't need and can disable.
- Check your apps' settings as you may find more options to optimize the battery.

Using Battery saver mode

Battery saver mode helps to increase battery life. It reduces the usage of features that drain the battery such as location services and mobile data.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery** > **Battery Saver**.
3. Tap **TURN ON NOW** or **TURN OFF NOW** to turn Battery saver mode on or off.

   To set when to automatically switch this mode on, tap the Turn on automatically **On/Off** switch. Then adjust the slider to set t a battery level.

Displaying the battery percentage

You can check the percentage of remaining battery power right from the status bar.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.
3. Tap the Battery percentage **On/Off** switch to show the battery percentage on the status bar.

Checking battery usage

See how the system and apps are using the battery and how much power is being used.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery**.

   You'll see how much power is left and about how long it will last.
3. Tap ⋮ > **Battery usage** and do the following:
   - To see battery usage of both system and apps, tap ⋮ > **Show full device usage**.
   - Tap an item to check how it uses the battery.
4. If you see the Manage battery usage section while viewing battery use details, you can tap the option underneath it to adjust settings that affect battery usage.

Another way to check the battery usage per app is to go to **Settings**, and then tap **Apps & notifications** > **See all ⎯ apps**. Tap the app you want to check, and then tap **Advanced** > **Battery**.

Battery optimization for apps

When you have connections such as Wi-Fi on while the phone is in sleep mode, some apps may still continue to use the battery. Starting from Android 6.0, battery optimization is enabled for all apps by default which helps prolong battery standby time when you're not using the phone.

The phone needs to be sitting idle for an extended period of time before battery optimization takes effect.

Turning battery optimization off in apps

If there are apps that you don't want battery optimization enabled, you can turn the feature off in those apps.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications** > **Advanced** > **Special app access**.
3. Tap **Battery optimization**.
4. Tap **Not optimized** > **All apps** to see the complete list of apps.
5. To turn off battery optimization in an app, tap the app name, and then tap **Don't optimize** > **Done**.

   Repeat this process to turn off optimization in other apps.

To filter the list and see which apps have battery optimization disabled, tap **All apps** > **Not optimized**.

Enabling background restriction in apps

In some apps, you can enable background restriction to prevent them from using the battery while running in the background.

When background restriction is enabled, the restricted apps may not work as usual and notifications may be delayed.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Under Recently opened apps, tap an app you want to configure.

   If you don't see the desired app, tap **See all ___ apps**, then tap the app that you want.
3. On the App info screen, tap **Advanced** > **Battery**
4. Under Manage battery usage, tap **Background restriction**.
5. Tap **Restrict**.

Repeat the above steps to turn on background restriction in other apps.

Checking which apps are battery restricted

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Battery** > **Battery Manager**.
3. Tap **Restricted apps** to see the list of battery restricted apps.

- You'll see this option only when there are apps running in the background that you've restricted from using the battery.
- On the Restricted apps screen, you can enable or disable restriction for each app.

Storage

Freeing up storage space

As you use HTC Desire 19+, you'll accumulate data and fill its storage capacity over time. Here are some tips on how to free up phone storage space.

Manage photos and videos

- After taking continuous camera shots, keep only the best shot. Discard the rest, if you don't need them.
- After editing a photo or trimming a video, the original file is kept. Delete original files or move them elsewhere, such as to your computer.
- If you're only sending videos through MMS, use a lower resolution. Hi-res video takes up more space.
- Turn on **Storage manager** to help handle old photos and videos on your phone.

Remove unused themes

Themes can quickly consume up storage space because themes can include images, sounds and icons. Remove themes you're not using. See Deleting a theme on page 91.

For more details on HTC Themes, go to http://www.htc.com/support/apps/themes/.

Back up data and files

Keep only the most recent data in your apps and files that you often need to use. You can back up your other data and files.

Remove or disable apps

Uninstall apps that you've downloaded if no longer need them. See Uninstalling an app on page 83.

Preinstalled apps can be disabled when you're not using them. See Disabling an app on page 89.

Manually free up space

On the Storage screen, tap **Free Up Space**. The phone then checks the phone storage and then suggest items that you may want to delete.

Move apps to the storage card

Third-party apps that you've downloaded and installed can be moved to the storage card if you've set up the card as internal storage. See Moving apps and data between the built-in storage and storage card on page 75 and Moving an app to or from the storage card on page 76.

Types of storage

Starting from Android 6.0, there have been some changes on how and where downloaded apps and their data can be stored.

Phone storage

This is the internal storage which contains the Android system, preinstalled apps, email, text messages, and cached data from the apps. You can also install apps that you've downloaded and capture photos, videos, and screenshots to this storage.

Storage card

Use your storage card as a removable storage to store and access your media and other files on HTC Desire 19+ or any Android phone, or set it up as an extension of the internal storage. See Should I use the storage card as removable or internal storage? on page 74.

USB storage

You can plug in an external USB storage device such as a USB flash drive or an SD card reader. You need a special cable to connect HTC Desire 19+ and a USB storage device.

Should I use the storage card as removable or internal storage?

Use your storage card as removable storage when you have content on the card, such as media or photos, that you don't want to lose. If you have a brand new storage card, choose whether to use it as removable storage or set it up as an extension of the internal storage.

Removable storage

Use a new storage card as removable storage to be able to access the card's contents on HTC Desire 19+ or other Android devices.

Internal storage

Set up a new storage card as internal storage for more privacy and secure use. This encrypts and formats the storage card to work just like the internal storage.

This also expands the internal storage space since:

- Captured screenshots, photos, media, and other files will be stored on the storage card.
- Third-party apps that you installed and their data can be moved between the built-in storage and storage card.

! After setting up the storage card as internal storage, the card can only be used on HTC Desire 19+ where it has been formatted.

Setting up your storage card as internal storage

When you insert a storage card that has not been used on HTC Desire 19+ before, the card will be mounted as removable storage by default. If the storage card is new or doesn't have content you want to keep, you can format it as internal storage for HTC Desire 19+.

- See Should I use the storage card as removable or internal storage? on page 74 to find out the differences between using the storage card as removable storage or internal storage.
- If there are still files on the storage card, back up the files first before you format the card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Under Portable storage, tap ⚙ next to the storage card name.
3. Tap **Format as internal** > **Format SD card**.
4. Follow the onscreen instructions to move your installed apps and their data from the built-in storage to the storage card.

If you no longer want to use your storage card as internal storage, you can reformat the card as removable storage. Before you do so, make sure to move all the apps and data from the card back to the built-in storage. See Moving apps and data between the built-in storage and storage card on page 75.

Moving apps and data between the built-in storage and storage card

If you've set up your storage card as internal storage, you can move third-party apps that you installed and their data such as photos, media, and downloaded files to the storage card to free up storage space.

If you no longer want to use your storage card as internal storage, make sure to move all the apps and data from the card back to the built-in storage.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap the name of your storage card if you're moving app data from the built-in storage to the card, or tap **Internal storage** if you're moving data from the storage card back to the built-in storage.
3. Tap ⋮ > **Migrate data**.
4. Tap **Move content**.

- Screenshots will also be migrated.
- When you have new photos, videos, screenshots, or downloaded files after the migration, they will be saved to the new storage location.

Moving an app to or from the storage card

When you're running out of storage space, you can move a downloaded app and its data to the storage card if the card has been set up as internal storage.

If you need to reformat your storage card, make sure to move each app and its data back to the built-in storage before formatting the card.

Preinstalled apps cannot be moved. Some third-party apps you've downloaded and installed to the built-in storage may also not allow you to move them to the storage card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap **Internal storage**, and then tap **Other apps** if you want to move an app from the built-in storage to the storage card.

   Or tap the name of your storage card, and then tap **Apps** if you need to move an app from the storage card back to the built-in storage.
3. Tap an app you want to move.
4. Tap **Change**, and then tap where you want to move it to.
5. Tap **Move**.

Copying or moving files between the built-in storage and storage card

If you're using your storage card as removable storage, you can copy or move your files between the built-in storage and storage card. You can also copy or move files to or from an external USB storage device when you have it connected to HTC Desire 19+.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Tap **Internal storage** then tap **Files**, or tap the storage card name.

   Or tap the external USB storage device if you have one connected.
3. Open the folder that contains the files you want to copy or move.
4. To select or deselect files:
   - Press and hold a file to select it. To select more files, tap each file.
   - Tap a file to deselect it.
   - To select all files, tap ⋮ > **Select all**.
5. Tap ⋮, and then tap **Copy to** or **Move to**.
6. Tap ☰ to open the slideout menu, and then choose where you'd like to copy or move your files.
7. Tap **Copy** or **Move**.

Copying files between HTC Desire 19+ and your computer

You can copy your music, photos, and other files to HTC Desire 19+.

Save and close your files before copying them from your computer to HTC Desire 19+, or vice versa.

1. Connect HTC Desire 19+ to the computer using your USB Type-C cable.
2. On HTC Desire 19+, unlock the screen if it's locked.
3. Slide the Notifications panel open. Tap **Android System** > **Charging this device via USB**, and then do the following:
   - Under the USB controlled by setting, select **This device**.
   - Under the Use USB for setting, select **File transfer**.
4. When you see a pop-up window appear on your computer, choose to view files.
5. Copy the files from your computer to HTC Desire 19+, or vice versa.
6. After copying the files, disconnect HTC Desire 19+ from the computer.

Unmounting the storage card

When you need to remove the storage card while HTC Desire 19+ is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.

If your storage card is used as internal storage and there are apps that were moved to the card, you will not be able to open these apps after unmounting the card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.
2. Do one of the following:
   - If your storage card appears under Portable storage, tap > **Eject**.
   - If your storage card appears under Device storage, tap the card name, and then tap > **Eject**.

Transfer

Ways of getting content from your previous phone

Depending on the operating system in your old phone, choose the proper method of getting its content onto HTC Desire 19+.

From an Android phone

There are two ways you can do:

- **Use your Google Account to back up and restore data.**

  Back up your old phone to your Google Account first. When you set up HTC Desire 19+ for the first time, sign in to your Google Account and restore your old phone's data to HTC Desire 19+.

- **Use the HTC Transfer Tool.**

  On your old HTC or other Android phone, download the HTC Transfer Tool and use it to transfer your content to HTC Desire 19+. See Transferring content from an Android phone on page 78.

From an iPhone

Download and install the Google Drive™ app on your iPhone, and use it to back up iPhone content to your Google Account.

On HTC Desire 19+, go to Settings, and then tap **System** > **Get content from another phone** > **iPhone** to see the instructions. Or visit https://www.android.com/switch/.

Transferring content from an Android phone

On your old Android phone, download the HTC Transfer Tool and use it to transfer your content to HTC Desire 19+.

The types of locally stored content on your old phone that the HTC Transfer Tool can transfer include contacts, messages, music, photos, videos, and some settings. More types of data such as call histories, email accounts, and some HTC app settings can be transferred from HTC phones that have HTC Sense™ 5.5 or higher.

You need Android version 2.2 or later to use the HTC Transfer Tool on your old phone.

1. From the Home screen, swipe up and then tap **Settings** > **System**.
2. Tap **Get content from another phone**.

3. Choose whether to transfer from an HTC Android phone or other Android phone.
4. On the Get content from another phone screen, tap **Next**.
5. Follow the steps shown on HTC Desire 19+ to download the HTC Transfer Tool to your old phone, install it, and open the tool.
6. When you see a PIN on your old phone, make sure the same PIN also appears on HTC Desire 19+ before you continue.

   If the PIN code doesn't appear, tap **Retry** on your old phone. If it still won't appear, this may mean that your old phone is unable to connect to HTC Desire 19+. When this happens, try another transfer method.
7. Tap **Confirm** on your old phone.
8. On your old phone, choose the types of content you want to transfer, tap **Transfer**.
9. Wait for the transfer to finish.
10. Tap **Done** on both phones.

Other ways of getting contacts and other content

There are different ways you can individually add contacts and other content to HTC Desire 19+.

Source of content	How to transfer
Google Account	Google contacts are imported to HTC Desire 19+ after you sign in to your Google Account. You can also create more Google contacts right from HTC Desire 19+.
Social network accounts	Log in to your favorite social networks to sync contact information from them.
Microsoft® Exchange ActiveSync	HTC Desire 19+ syncs your work contacts from the Microsoft Exchange ActiveSync Server in your workplace.
Outlook.com account	Sync personal contacts from your Microsoft Outlook.com account.
Phone contacts	You can create contacts locally on HTC Desire 19+, if you don't prefer to store them on your online accounts.
nano SIM card	Copy all your nano SIM contacts to HTC Desire 19+.

Transferring photos, videos, and music between your phone and computer

Here are ways you can transfer your media from or to your computer.

- Connect HTC Desire 19+ to your computer. Your computer will recognize it just like any removable USB drive, and you can copy your media between them. See Copying files between HTC Desire 19+ and your computer on page 77.
- Use cloud storage services to put your media in one place so you can manage them anywhere —on your computer, HTC Desire 19+, and other mobile devices.

Backup and reset

Backing up HTC Desire 19+

Back up HTC Desire 19+ to Google Drive so you can restore content such as app data and settings after a factory reset or when restoring your data to another Android device.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Backup**.
2. Make sure **Back up to Google Drive** is turned on.

To select a backup account other than your primary Google Account, tap **Account** and then select another Google Account. You can also tap **Add account** to add a new Google Account for your backup.

3. Tap **App data**, and then check that **Automatic restore** is turned on.

   This allows an app's data and settings to be restored when you reinstall the app on HTC Desire 19+.

The auto backup feature in Android will periodically back up HTC Desire 19+ to a private folder in Google Drive. Backup data will not count towards your Google Drive storage quota. Large files or files that app developers have chosen to exclude will not be backed up.

You can also tap **Back up now** to manually back up HTC Desire 19+ anytime.

Resetting network settings

Reset the network settings when you're having problems connecting HTC Desire 19+ to the Internet or Bluetooth devices.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Reset options**.
2. Tap **Reset Wi-Fi, mobile & Bluetooth**.
3. Tap **Reset settings**.
4. Tap **Reset settings** again.

Resetting HTC Desire 19+ (Hard reset)

If HTC Desire 19+ has a persistent problem that cannot be solved, you can perform a factory reset (also called a hard reset or master reset). A factory reset reverts HTC Desire 19+ back to its initial state—the state before you turned it on for the first time.

Apps you've downloaded and installed, your accounts, your files, as well as system and app data and settings will be removed. Be sure to back up any data and files you want to keep before you do a factory reset.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Reset options**.
2. Tap **Erase all data (factory reset)**.

   To avoid deleting media and other data from your storage card, make sure you do not select the **Erase SD card** option.
3. Tap **Reset Phone**.
4. Tap **Erase Everything**.

A factory reset may not permanently erase all data, including personal information.

Installing and removing apps

Getting apps from Google Play Store

Google Play Store is the place to go to find new apps for HTC Desire 19+. Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.

- To purchase apps and other content on Google Play Store, you can use the payment methods from your Google Account. When you make your first purchase, your selected payment method will be added to your Google Account. To learn more about accepted payment methods, see support.google.com/googleplay.
- The available payment methods vary by country.

Finding and installing an app

When you install apps and use them on HTC Desire 19+, they may require access to your personal information or access to certain functions or settings. Download and install only apps that you trust.

Be cautious when downloading apps that have access to functions or a significant amount of your data on HTC Desire 19+. You're responsible for the results of using downloaded apps.

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap the search bar and enter the app name you're looking for.
3. When you see the app in the search results list, tap it and read its description and user reviews.
4. Do one of the following:
   - To install a free app, tap **Install**.
   - To install a paid app, tap the price button. If you have not added a payment method to your Google Account, tap **Continue**, and then select the payment method.

Apps sometimes get updated with improvements or bug fixes. By default, updates are automatically downloaded when you're connected to a Wi-Fi network. In the Google Play Store app settings, you can turn auto-update off. See Installing app updates from Google Play Store on page 35.

Restoring apps from Google Play Store

If you performed a factory reset or had some favorite apps on another Android device, you can easily reinstall your apps on HTC Desire 19+.

1. On the Home screen, swipe up and then find and tap **Play Store**.
2. Tap ☰ to open the slideout menu.
3. Tap **My apps & games** and swipe to the Library tab.
4. Tap **Install** next to the app you want to restore.

Downloading apps from the web

You can download apps directly from websites.

Apps downloaded from websites can be from unknown sources. To help protect HTC Desire 19+ and your personal data, we strongly recommend that you only download from websites you trust.

1. Open the browser, and then go to the website where you can download the app you want.
2. If prompted, tap **Settings**, and then turn on **Allow from this source**.
3. Follow the website's download instructions for the app.

To review installation permissions for installed apps, go to **Settings** > **Apps & notifications** > **Advanced** > **Special app access** > **Install unknown apps**.

Uninstalling an app

If you no longer need an app that you've downloaded and installed, you can uninstall it.

Most of the preloaded apps cannot be uninstalled.

From the Apps screen, press and hold the app you want to remove, and then drag it to **Uninstall**.

If you uninstalled a purchased app, check support.google.com/googleplay for information about refunds.

Working with apps

Accessing your apps

There are two easy ways to access your app list.

- Swipe up on the Home screen.
- Tap on the HTC BlinkFeed or Home screen.

Arranging apps

You can arrange and rearrange the apps on the Apps screen.

1. From HTC BlinkFeed or any widget panel, tap .
2. Tap , and then choose how to arrange apps, such as alphabetically.
3. Select **Custom** if you want to rearrange or group apps into folders.

Showing or hiding apps in the Apps screen

1. On the Apps screen, tap > **Show/hide apps**.
2. Select the apps you want to hide, or clear their check boxes to unhide them.
3. Tap **Done**.

Grouping apps into a folder

1. On the Apps screen, tap > **Custom**.
2. Tap > **Rearrange apps**.
3. Press and hold an app, and then drag it over to another app to automatically create a folder.
4. To add more apps, drag each app over to the folder.
5. When you're done, tap .
6. To name the folder, open the folder, tap its title bar, and then enter a folder name.

Moving apps and folders

1. On the Apps screen, tap > **Custom**.
2. Tap > **Rearrange apps**.

3. Press and hold an app or folder, and then do one of the following:
   - Drag the app or folder to another position on the same page. Wait until you see the occupying icon move away before releasing your finger.
   - Drag the app or folder to the ⌄⌄ or ⌃⌃ arrow to move it to another page.
4. When you're done, tap ✓.

Removing apps from a folder

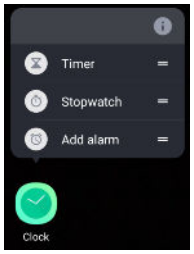
1. On the Apps screen, tap ⌄ > **Custom**.
2. Tap ⋮ > **Rearrange apps**.
3. Tap the folder to open it.
4. Press and hold an app, and then drag it out to the Apps screen. Wait until you see the occupying icon move away before releasing your finger.
5. When you're done, tap ✓.

App shortcuts

Starting from Android 7.1, press and hold an app icon on a widget panel or the Apps screen to display a menu that lets you quickly access common app functions.

Not all apps support the app shortcuts feature.

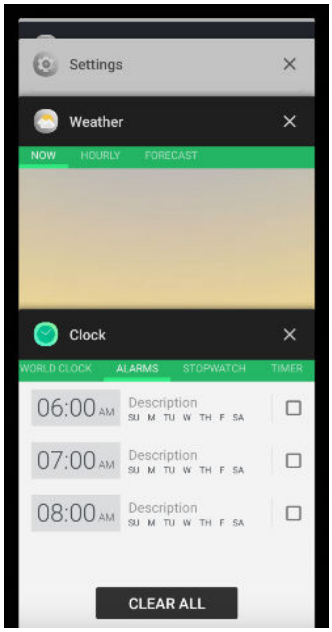
1. Press and hold an app icon, for example Clock.
2. From the displayed menu, tap the function you want to launch in the app.



Switching between recently opened apps

When using different apps on your phone, you can easily switch between the apps you've recently opened.

Press ▢ to see your recently-opened apps.



- To go back to an app, flip through the cards to find the app and tap it.
- To remove an app, drag it left or right.
- To remove all of the apps, tap **Clear all**.

Or, press ▢ twice to quickly switch between two most recently used apps.

Working with two apps at the same time

Some apps may not support this feature.

1. Open the first app you want to use, and then press and hold ▢ . A screen divider will appear onscreen.
2. Do one of the following:
   - If the app you want to use is in the recent apps list, tap it to make it the second active app.
   - Press ○ , and then open the app you want to use as the second active app.

To turn off the split-screen view, drag the handle of the screen divider to the top or bottom edge of the screen.

Using picture-in-picture

Keep a small window of the video you're watching or a supported app onscreen while you do other things on HTC Desire 19+.

Not all apps support picture-in-picture.

1. Open a supported app, such as a video player or video call app, and start the video. Display the video in full screen.
2. Press ○.

   The video continues to play in a small window at the bottom-right corner of the screen.
3. While viewing the video, you can do other things at the same time, such as use another app.
4. Drag the small window to move it to another position.

   Double-tap the window to display the video in full screen again.

How do I check whether an app supports picture-in-picture?

The app info will show the picture-in-picture option if the app supports it.

1. Press and hold the app icon, and then tap ⓘ.
2. On the App info screen, tap **Advanced**. Then check if there's the **Picture-in-picture** option. It is enabled by default.

To turn this feature on or off, tap **Picture-in-picture**, and then tap the Allow picture-in-picture **On/Off** switch.

To check which apps support picture-in-picture, go to **Settings**, and then tap **Apps & notifications** > **Advanced** > **Special app access** > **Picture-in-picture**.

Controlling app permissions

When you open apps the first time, you'll be prompted to grant them permissions to access certain data or features, such as contacts or the microphone. This gives you more control over which apps have authorized access.

- If you suspect a certain app of being malicious or requesting unnecessary permissions, you should choose **Deny**.
- If you choose **Deny** in a trusted app, you may not be able to use the app or access its full functionality. When this happens, go to Settings to change the app permissions.

1. From the Home screen, swipe up and then tap **Settings** > **Apps & notifications**.
2. Tap **Advanced** > **App permissions**, and then tap the data type or feature to choose which apps can access it.
3. Turn on the **On/Off** switch of the app to let it access the data or feature.

To change the types of data that an app can have access to, press and hold the app on the Home screen or Apps screen, tap ⓘ, and then tap **Permissions**.

Setting default apps

In Settings, you can choose default apps for web browsing, text messaging, and more.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap **Default apps**.
4. Choose your default launcher, web browser, text messaging apps, and more.

Setting up app links

If there's more than one app that can be opened when you tap a link—such as a shared social post or media link—you may be prompted to choose the app you want to use. When you're prompted after you've tapped a link, select an app, and then tap **Always** to set that app as the default app to use.

You can also go to Settings to see how app links have been set up for different apps and change them.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. Tap **Default apps**.
4. Tap **Opening links**.
5. Tap the app you want to configure, and then tap **Open supported links**.
6. Select **Open in this app** to always open the app without being prompted when you tap a link.

   You can also choose whether to always be prompted to choose the app or never use the app for opening links.

Disabling an app

Apps, even if not used often, may be running in the background and downloading data. If an app cannot be uninstalled, you can disable it.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Apps & notifications**.
3. At the bottom of Recently opened apps, choose to see all apps.
4. Tap the app, and then tap **Disable**.

You can also press and hold an app on the Home screen or Apps screen, tap ⓘ, and then tap **Disable**.

HTC and other apps

Boost+

Use Boost+ to tune your phone's performance, improve battery consumption, clear junk files, and manage the apps on the phone. Learn more about Boost+ by going to http://www.htc.com/support/apps/boost-plus/.

HTC BlinkFeed

Get the latest news about your interests with HTC BlinkFeed. Choose which sources, such as social media or news, show up on your feed. Learn more about HTC BlinkFeed by going to http://www.htc.com/support/apps/blinkfeed/.

HTC Themes

Themes brings a quick and easy way for you to customize your phone with elements such as wallpapers, sounds, and icons.

You need to log in with your preferred account to download themes, icons, fonts, and more from the Themes store.

Downloading themes or individual elements

Find and download themes and elements that make it easy for you to personalize your phone.

1. Press and hold on an empty space on your Home screen.
2. Tap **Theme**.
3. If it's your first time to use Themes, tap **Get Started**, and then sign in with your preferred account.
4. On the Recommended screen, swipe up and down to see different themes and theme elements, and tap ••• next to each category to browse recommended items.
5. Tap a thumbnail to see the details screen.
6. Tap **Download**.

If you don't want to download the theme or any element right away, you can tap to bookmark it first.

To apply the theme after it has finished downloading, tap **Apply**. If your chosen theme includes sounds, your ringtone, notification sound, and alert sound will also change.

Deleting a theme

You can delete a theme if you no longer want to keep it on your phone.

1. Press and hold on an empty space on your Home screen.
2. Tap **Theme**.
3. Tap ☰ > **My themes** or **My designs**.
4. Find and tap an item to delete.
5. Tap ⋮ > **Remove**.

If the item is currently applied, it will still be applied to your phone until another theme is applied.

For more information on HTC Themes

Learn more about Themes by going to http://www.htc.com/support/apps/themes.

Mail

The Mail app is where you read, send, and organize email messages from one or more email accounts that you've set up on your phone. Learn more about Mail by going to http://www.htc.com/support/apps/mail/.

Clock

Get more from the Clock app than just the regular date and time. You can check the times around the world, set an alarm, and use the stopwatch. Learn more about Clock by going to http://www.htc.com/support/apps/clock/.

Weather

Use the Weather app and widget to check the current weather and weather forecasts for the next few days. Learn more about Weather by going to http://www.htc.com/support/apps/weather/.

Sound Recorder

Use Sound Recorder to record the audio of lectures, interviews, and more.

1. From the Home screen, swipe up and then find and tap **Sound Recorder**.
2. Hold the microphone near the sound source.

3. Tap to start recording a voice clip.

Sound Recorder can run in the background while you do other things on HTC Desire 19+, except when you open other apps that also use audio functions.

4. Tap to pause the recording.

If you want to add a bookmark to the voice clip, tap .

5. Tap to stop recording. The voice clip will be saved and added to the list.

To play back the voice clip, tap it in the list.

Internet connections

Turning the data connection on or off

Turning your data connection off saves battery life and money on data charges.

You need a 4G/LTE plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

1. Open the full Quick Settings panel. See Using Quick Settings on page 24.
2. Tap the **Mobile data** tile to turn the data connection on and off.

If you do not see the **Mobile data** tile on the Quick Settings panel, swipe left to see more tiles.

If you don't have the data connection turned on and you're also not connected to a Wi-Fi network, you won't receive automatic updates to your email, social network accounts, and other synced information.

Managing your data usage

If you're on a limited data allowance, it's important to keep track of the activities and apps that usually send and receive data, such as browsing the web, syncing online accounts, and sending email or sharing status updates.

Here are some other examples:

- Streaming web videos and music
- Playing online games
- Downloading apps, maps, and files
- Refreshing apps to update info and feeds
- Uploading and backing up your files to your online storage account
- Using HTC Desire 19+ as a Wi-Fi hotspot
- Sharing your mobile data connection by USB tethering

To help you save on data usage, connect to a Wi-Fi network whenever possible and set your online accounts and emails to sync less frequently.

Data Saver

Data Saver helps you limit cellular data costs by restricting background data usage. You can also set applications to always have access to a data connection—such as your email app—to be ignored by Data Saver.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Data usage**.
3. Tap **Data saver** and then tap the **On/Off** switch to turn it on or off.
4. Tap **Unrestricted data**, and then tap the **On/Off** switch next to those apps that you want to still have access to data connection even if Data Saver is turned on.

Turning data roaming on or off

Connect to your mobile operator's partner networks and access data services when you're out of your mobile operator's coverage area.

> Using data services while roaming may be costly. Check with your mobile operator for data roaming rates before you use data roaming.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Mobile network**.
3. In dual SIM phone models, switch to the tab of the SIM card that you want to set.
4. Tap **Data roaming** to turn it on or off.

Keeping track of your data usage

Monitor your data usage to help prevent going over your monthly data allowance.

> Data usage measured by HTC Desire 19+ may differ from, and be less than, your actual data usage.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Data usage**.

   At the top you'll see a bar that displays the data usage to date, and the data usage cycle, alert, warning, and limit, if one has been set.
3. With Mobile data turned on, tap **Data warning & limit** > **App data usage cycle**, and then set the day of the month when your usage cycle resets. This date is usually the start of your monthly billing cycle.
4. Tap the Set data warning **On/Off** switch to turn it on and then tap **Data warning** to enter the amount of data usage at which you'll be alerted. Tap ▼ to change the unit.
5. Tap the Set data limit **On/Off** switch to turn it on and then tap **Data limit** to enter the set data usage at which your data connection will automatically be disabled. Tap ▼ to change the unit.

Viewing the data usage of apps

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Data usage**.
3. Tap **App data usage**.
4. Scroll down the screen to see a list of apps and their data usage info.
5. Tap an app to see more details.

Wi-Fi connection

To use Wi-Fi, you need access to a wireless access point or “hotspot”.

The availability and strength of a Wi-Fi signal varies depending on objects the Wi-Fi signal has to pass through (such as buildings or a wall between rooms).

Turning Wi-Fi on or off

1. From the Home screen, swipe up and then tap **Settings** > **Network & internet**.
2. Tap the Wi-Fi **On/Off** switch to turn Wi-Fi on or off.
3. Tap **Wi-Fi** to see a list of detected wireless networks.

Scroll down to the bottom of the screen to see Saved networks.

Connecting to a Wi-Fi network

1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.

   See Turning Wi-Fi on or off on page 95.
2. Tap a Wi-Fi network you want to connect to.
3. If you selected a secured network, enter the network key or password.
4. Tap **Connect**. You'll see the Wi-Fi icon in the status bar when connected.

Connecting to VPN

Add virtual private networks (VPNs) so you can connect and access resources inside a local network, such as your corporate or home network.

Before you can connect HTC Desire 19+ to your local network, you may be asked to:

- Install security certificates.
- Enter your login credentials.
- Download and install a required VPN app, such as for connecting to a secured enterprise network. Contact your network administrator or VPN provider for details.

Also, HTC Desire 19+ must first establish an Internet connection before you can start a VPN connection.

Adding a VPN connection

You must first set a lock screen PIN, password, or pattern before you can use credential storage and set up the VPN.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Advanced** > **VPN** , and then tap +.
3. Enter the VPN settings and set them up according to the security details your network administrator gave you.
4. Tap **Save**.

Connecting to a VPN

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Advanced** > **VPN**.
3. Tap the VPN that you want to connect to.
4. Enter your log in credentials, and then tap **Connect**. When you're connected, the VPN connected icon appears in the notification area of the status bar.

To disconnect from a VPN connection, tap the VPN connection, and then tap **Disconnect**.

You can then open the web browser to access resources such as your corporate network intranet.

Installing a digital certificate

Use client and Certificate Authority (CA) digital certificates to enable HTC Desire 19+ to access VPN or secured Wi-Fi networks, and also to provide authentication to online secure servers. You can get a certificate from your system administrator or download it from sites that require authentication.

- You must set a lock screen PIN or password before installing a digital certificate.
- Some apps such as your browser or email client let you install certificates directly in the app. See the app's help for details.

1. Save the certificate file in the root folder on HTC Desire 19+ or your storage card.
2. From the Home screen, swipe up and then tap **Settings** > **Security & location**.
3. Tap **Advanced** > **Encryption & credentials** > **Install from SD card**.

4. Browse to the certificate and select it.

Tap ☰ to browse the storage card.

5. Enter a name for the certificate and select how it will be used.
6. Tap **OK**.

Using HTC Desire 19+ as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC Desire 19+ into a Wi-Fi hotspot.

- Make sure the data connection is turned on.
- You must have an approved data plan associated with your account from your mobile service provider to use this service.

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Network & internet** > **Hotspot & tethering** > **Wi-Fi hotspot**.
3. Enter a Wi-Fi hotspot name or use the default name.
4. Choose the type of security and set the password for your Wi-Fi hotspot. If you selected **None** in Security, you don't need to enter a password.

The password is the key other people need to enter on their device so they can connect and use HTC Desire 19+ as a Wi-Fi hotspot.

5. Tap the Wi-Fi hotspot **On/Off** switch to turn it on.

HTC Desire 19+ is ready to be used as a Wi-Fi hotspot when you see on the status bar.

Sharing your Internet connection over USB

No Internet connection available for your computer? No problem. Use the data connection of HTC Desire 19+ to connect to the Internet.

- You may need to have USB tethering added to your data plan, and it may incur additional cost. Contact your mobile service provider for details.
- Make sure that mobile data is turned on.

1. Connect HTC Desire 19+ to your computer using a USB Type-C cable.
2. From the Home screen, swipe up and then find and tap **Settings**.

3. Tap **Network & internet** > **Hotspot & tethering**.
4. Tap the USB tethering **On/Off** switch to turn it on.

Wireless sharing

Turning Bluetooth on or off

1. From the Home screen, swipe up and then tap **Settings** > **Device connection**.
2. Tap **Connection preferences** > **Bluetooth**, then tap the **On/Off** switch to turn the Bluetooth connection on and off.
3. Tap **Pair new device** to see a list of available devices.

Turn off Bluetooth when not in use to save battery power, or in places where using a wireless device is prohibited, such as on board an aircraft and in hospitals.

Connecting a Bluetooth headset

You can connect a compatible Bluetooth accessory such as a Bluetooth A2DP stereo headset to HTC Desire 19+.

Before you connect your headset, make it discoverable so HTC Desire 19+ can find it. Refer to your headset manual for details.

1. Turn Bluetooth on and check the list of available devices.

   See Turning Bluetooth on or off on page 99.
2. Tap the name of your headset in the Available Devices section. HTC Desire 19+ pairs with the headset and the headset connection status is displayed in the Paired Devices section.
3. If prompted to enter a passcode, try `0000` or `1234`, or consult the headset documentation to find the passcode.

Reconnecting a Bluetooth headset

Normally, you can easily reconnect your headset by switching on Bluetooth on HTC Desire 19+, and then turning on the headset.

However, you might have to connect manually if your headset has been used with another Bluetooth device.

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 99.

2. Tap the headset's name in the Previously connected devices section.
3. If prompted to enter a passcode, try `0000` or `1234`, or consult the headset documentation to find the passcode.

If you still cannot reconnect to the headset, follow the instructions in Unpairing from a Bluetooth device on page 100, and then follow the steps under Connecting a Bluetooth headset on page 99.

Unpairing from a Bluetooth device

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 99.

2. In the Previously connected devices section, tap ⚙ next to the device to unpair.
3. Tap **Forget**.

Receiving files using Bluetooth

HTC Desire 19+ lets you receive various files with Bluetooth including photos, contact info, and documents such as PDFs.

Refer to the device's documentation for instructions on sending information over Bluetooth.

1. Turn Bluetooth on.

   See Turning Bluetooth on or off on page 99.

2. On the sending device, send one or more files to HTC Desire 19+.
3. If asked, accept the pairing request on HTC Desire 19+ and on the sending device. You may also be prompted to enter the same passcode or confirm the auto-generated passcode on both devices.

   You'll then get a Bluetooth authorization request.

4. Tap **Pair**.
5. When HTC Desire 19+ receives a file transfer request notification, slide the Notifications panel down, tap the incoming file notification, and then tap **Accept**.

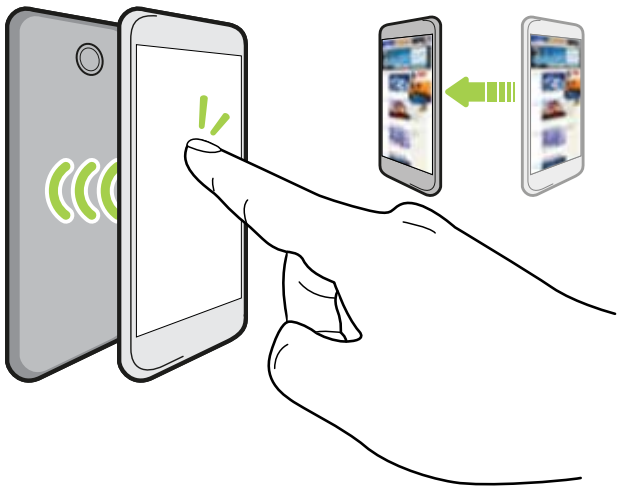
6. When a file is transferred, a notification is displayed. Slide the Notifications panel down, and then tap the relevant notification.
7. Tap the received file to view it.

Using NFC

With built-in NFC (near field communication) on HTC Desire 19+, you can share content to another NFC-capable mobile device in an instant.

The availability of NFC varies by phone model, region, and country.

Beam webpages, photos, contact information, and more by holding HTC Desire 19+ and the other device back to back.



You can also use NFC for contactless payment. Availability of NFC payment depends on when your mobile operator launches this service. Contact your mobile operator for details.

Turning NFC on or off

1. From the Home screen, swipe up and then find and tap **Settings**.
2. Tap **Device connection** > **Connection preferences**, and then tap the NFC **On/Off** switch to turn it on and off.

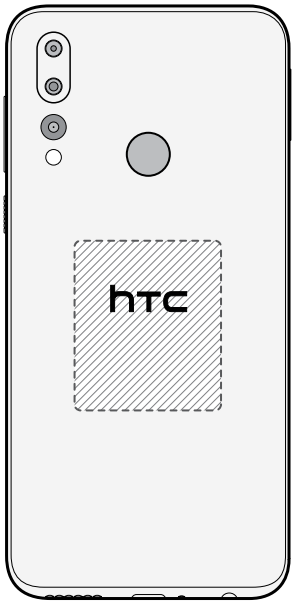
Beaming content

Make sure that both devices are unlocked and have NFC turned on.

1. From the Home screen, swipe up and then tap **Settings** > **Device connection**.
2. Tap **Connection preferences** > **Android Beam** , and then tap the **On/Off** switch to turn Android Beam™ on.

If the other device has an Android Beam option, make sure it is also turned on.

3. While viewing the content that you want to share, hold HTC Desire 19+ and the other phone back to back.



   Make sure that the NFC area (shaded part) of HTC Desire 19+ and the other phone's NFC area are close to one another. Experiment by slightly moving the phones until a connection is made.

4. When HTC Desire 19+ vibrates, tap the screen to send the content to the other device.

The shared content appears on the other screen. For some items that you've shared (such as contact information), additional instructions on how to save the item will appear on the receiving device.

Common settings

Adjusting the volume and sound settings

Pressing the VOLUME UP and VOLUME DOWN buttons changes the volume of whatever sound is playing right now. If no sound is playing, it adjusts the media volume. Pressing the buttons also displays the volume control.

Here's how to turn on or off different types of sound and adjust their volume:

- Tap to switch the ringer and notifications between vibrate, silent, and normal.
- Tap to toggle the media volume on and off.
- Tap to adjust different types of volume and other sound settings.

Whether the ringer is on or off, turning on the **Also vibrate for calls** setting makes your phone vibrate when you have incoming calls.

Setting the default volume

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Slide the volume bars for each type of sound source.

Changing your ringtone

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Phone ringtone**.
3. Select a ringtone from the list.
4. If you want to add a ringtone, tap + and then choose where you want to add the ringtone from.
5. When you're done selecting your ringtone, tap **OK**.

Changing your notification sound

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced** > **Default notification sound**, and then select one from the list.
3. Tap **OK**.

Do not disturb mode

Turn on Do not disturb mode to block visual disturbances, mute sound, and stop vibration.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.

2. Tap to toggle Do not disturb mode on and off. If necessary, swipe to the next screen in the Quick Settings panel to see the icon.

Blocking or muting notifications

Block visual disturbances such as pop-up notifications or mute the notification sound.

1. Go to Settings, and then tap **Sound** > **Do not disturb**.
2. Tap **Notifications**, and then choose an option:
   - **No sound from notifications**: Mutes the notification sound but still displays the visual notifications.
   - **No visual or sound from notifications**: Prevents visual notifications from appearing and mutes their sound.
   - **Custom**: Lets you customize the behavior when the screen is on or off.

Setting exceptions to allow bypassing Do not disturb mode

Set exceptions so you can bypass Do not disturb mode and still be able to receive calls, messages, and more.

1. Go to Settings, and then tap **Sound** > **Do not disturb**.
2. Under Exceptions, choose the options you want to allow to bypass Do not disturb mode.

For calls and messages, choose whether you want to receive them from anyone, your contacts only, or just favorite contacts.

Setting a Do not disturb schedule

Schedule Do not disturb to turn on automatically. For example, you can set it to turn on during a weekly meeting.

1. Go to Settings, and then tap **Sound** > **Do not disturb**.
2. Under Schedule, tap **Turn on automatically** > **Add rule**.
3. Select whether to base the rule on a time or an event, enter a name for the rule, and then tap **Add**.
4. Customize the settings for the rule.

Rule	Settings
Time	▪ Set the days. ▪ Set the start and end times. You can also choose whether to allow the rule to stop at either the rule end time or by the next alarm you've set.
Event	▪ Select a calendar you want to make the rule for. ▪ Set a condition for the type of reply.

You can toggle the event or time rule you've created on or off. Tap the rule, and then tap the Use rule **On/Off** switch.

Turning the location setting on or off

When the location setting is turned on, you can get information such as nearby restaurants and driving route suggestions based on your current location.

1. From the Home screen, swipe up and then tap **Settings** > **Security & location** > **Location**.
2. Tap the **Use location On/Off** switch to toggle location services on or off.

If you turn the location setting off, apps and services will not be able to get your device location, but you may still get local results and ads based on your device's IP address.

Airplane mode

When you enable Airplane (Flight) mode, all wireless radios on HTC Desire 19+ are turned off, including the call function, data services, Bluetooth, and Wi-Fi.

When you disable Airplane mode, the call function is turned back on and the previous state of Bluetooth and Wi-Fi is restored.

- You can manually turn Bluetooth and Wi-Fi back on after enabling Airplane mode.
- If USB tethering is turned on, enabling Airplane mode turns it off. You need to manually turn USB tethering on after you disable Airplane mode.

Do any of the following to turn Airplane mode on or off:

- In **Settings** > **Network & internet** > **Advanced**, tap the Airplane mode **On/Off** switch to turn Airplane mode on or off.
- With two fingers, swipe down from the status bar to open the Quick Settings panel. Tap the **Airplane mode** tile to turn airplane mode on or off.

When enabled, the Airplane mode icon is displayed in the status bar.

Setting when to turn off the screen

After a period of inactivity, the screen turns off to conserve battery power. You can set the idle time before the screen turns off.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced**.
3. Tap **Screen timeout**, and then tap the time before the screen turns off.

Screen brightness

Screen brightness level can be automatically adjusted or manually set.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Use **Automatic brightness** to automatically adjust the screen brightness depending on your lighting environment. This feature is turned on by default.

   If you want to manually set the screen brightness, tap the Automatic brightness **On/Off** switch to turn it off.
3. Tap **Brightness level**, and then drag the slider.

   This sets the maximum brightness level for Automatic brightness if this feature is turned on, or allows you to manually set the screen brightness if the feature is turned off.

Night mode

Adjust the screen from blue to a warmer color to help reduce eye strain when viewing it at night.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Night mode**, and then tap **Schedule** to set a schedule when to turn on the feature.
3. Tap **Turn on until** ____.
4. With Night mode turned on, drag the slider to adjust the color temperature. Dragging the Intensity slider to the right filters out more blue light.

Tap **Turn On/Turn Off** to toggle this feature immediately.

Adjusting the display size

Resize items and fonts on the screen to make them easier to see.

1. From the Home screen, swipe up and then tap **Settings** > **Display & gestures**.
2. Tap **Advanced** > **Display size**.
3. Tap + or −, or drag the slider to increase or decrease the size of fonts or items on the screen.

Swipe left or right above Preview to see the actual look of your selected display size.

Touch sounds and vibration

Some people like the sound or vibration feedback they get when touching the screen, and some don't. You can turn on or off various types of touch sounds and vibration on HTC Desire 19+.

- Touch tones when tapping the phone dial pad
- Touch sounds when tapping onscreen items
- Screen lock sounds
- Vibration when pressing navigation buttons
- Touch sound and vibration when tapping the keyboard

Turning touch sounds and vibration on and off

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.
2. Tap **Advanced**.
3. Under Other sounds and vibrations, select the options you want to turn on or off.

Turning off keyboard sounds and vibration

1. From the Home screen, swipe up and then tap **Settings** > **Language & keyboard**.
2. Tap **Virtual keyboard** > **Gboard** > **Preferences**.
3. Under Key press, you can:
   - Tap the Sound on keypress **On/Off** switch to turn on or off the keyboard sounds.
   - Tap the Haptic feedback on keypress **On/Off** switch to turn on or off keyboard vibration.

Changing the display language

Changing the language adjusts the keyboard layout, date and time formatting, and more.

You can choose several languages and specific dialects so that apps with localized content will display correctly.

1. From the Home screen, swipe up and then tap **Settings** > **Language & keyboard**.
2. Tap **Languages**. The first language in the list is the default display language.
3. Tap **Add a language** to add another language to the list, and then select the regional variant of the language.
4. Tap **OK** to set the added language as your new default display language, or **No (just add to list)**.
5. To remove languages from the list, tap ⋮ > **Remove** and then select the languages you want to remove.

You can also press and hold ☰ next to the language you want, and drag it to the beginning of the list to set it as your display language.

Travel mode

Do you often travel across time zones? Turn on Travel mode in Settings to see a dual clock on the Home screen and lock screen that shows both your home and current time zones.

- Make sure you turn on location services in your phone settings.
- Set your home time zone first in the Clock app.

1. From the Home screen, swipe up and then tap **Settings** > **System** > **Date & time**.
2. Tap the Travel mode **On/Off** switch to turn travel mode on or off.

You'll see a dual clock of your home and current locations once your phone detects a different time zone from the home time zone you've set.

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